

Customer Service Representative

About Us:

CFC Farm and Home Center is looking to add a team-oriented individual to our company! We are a local feed, seed, fertilizer, and retail business with seven locations throughout Virginia that have proudly served local farmers and members of the community since 1932. Here at CFC, we strive to serve both agricultural producers and homeowners across Northern and Central Virginia. We do this by manufacturing our own animal feed from locally sourced grains, offer services in agronomy and animal nutrition, and by providing a wide variety of products for all types of consumers.

Summary:

If you are a person who is passionate about helping others, then this is the position for you! As a CSR, you will be responsible for providing an excellent customer service experience to all of our patrons. This includes greeting customers in the store and on the phone, offering suggestions on products and services, and answering all questions. While having an agricultural background is preferred, CFC is committed to providing training opportunities to expand our employee's knowledge of the agricultural industry.

What to Expect:

Customer service representatives primarily work in our retail stores with very little time required for work outdoors. Responsibilities of a customer service representative include:

- Filling customer's orders in a timely, courteous manner.
- Entering sales transactions accurately in our point-of-sale system and conducting those transactions according to our accounts receivable policy. Please note that you will receive continuous training on our point-of-sale system.
- Receiving telephone orders, preparing merchandise orders, and arranging for customer pick-up and delivery.
- Helping to keep shelves clean and adequately stocked.
- Notifying the proper store personnel of low or out-of-stock inventory.
- Helping with product merchandising by setting up or moving displays.
- Assisting in detecting and/or preventing shoplifting.
- Maintaining proper safety and housekeeping standards.

Requirements:

While a formal education is not required, candidates must have:

- Strong organizational skills.
- Customer service skills.
- The ability to work various shifts. Our store hours are 7:30 a.m. – 6:30 p.m. Monday through Friday.

Benefits and Perks:

- 401(k) and 401(k) matching
- Employee discounts
- No Sundays

How to Apply:

Candidates are required to submit a completed application to be considered for employment. You can obtain an application:

- In-person from one of our managers or assistant managers.
- By submitting your resume via Indeed. Please include an email so that Manager of Human Resources can send you a copy of our application.

Please feel free to send all questions to employment@cfcfarmhome.com.