



# **BATDORF & BRONSON**

**COFFEE ROASTERS®**

## **JOB DESCRIPTION**

**Position:** WHOLESALE CUSTOMER ACCOUNT MANAGER  
**Reports To:** Customer Service Supervisor  
**Status:** Hourly, Non-Exempt

Batdorf & Bronson's *Wholesale Customer Account Manager* position provides the interface between the company and current as well as potential customers. This position is often the sole or initial contact that external customers have with B&B. As such, problem resolution, together with fostering relationships are essential to this role. Represents the company in a professional, well-informed and positive manner.

### **KEY ACCOUNTABILITIES:**

- Ensures wholesale customer orders are taken and processed in a timely, efficient and accurate way by overseeing orders and added needs, including training opportunities.
- Identify products purchased and expand into all available opportunities with that customer (i.e. drip coffee, espresso, manual brewing, tea and other allied products), including offering discounts if/when available.
- Maintains a high level of knowledge about coffee and the coffee industry through involvement in cuppings, trainings and utilization of other resources.
- Maintain knowledge and have resources available to discuss equipment opportunities.
- Problem solving, troubleshooting and articulately communicating needs and issues to and for internal and external customers and vendors.
- Maintains proficiency for all Customer Management Software, including retaining information and capturing all necessary information in relation to customers within software.
- Consult and support customers in the realm of menu development and expansion.
- Identify at-risk customers and work to retain the customers business. Bring Sales Representative into the process when face to face visit or additional support is needed.
- Research potential new business opportunities and work with Sales to qualify new customers.
- Assisting with E-Commerce duties when requested.
- Other duties as requested.

### **DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:**

- Extensive knowledge of coffee from seed to cup.
- Self confidence, patience, empathy and sense of humor.
- Interpersonal skills and team player.
- Barista Level 1 or Customer Support Level 1 Certification within 1 year of hire.
- GP/SalesPad experience highly desirable.

### **PHYSICAL QUALIFICATIONS:**

- Physical qualifications are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.



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**MINIMUM QUALIFICATIONS:**

- Proven ability to multi-task with great attention to detail.
- Two to three years previous customer service experience.
- Excellent communication skills, both written and verbal.
- Prior experience problem solving and troubleshooting in a high stress environment.
- Above average computer literacy – experience with Office Suite a must and Accounting Software preferred.
- Experience with cash handling.
- Experience with multi-line telephone systems.
- Coffee Level 1 Certification within 90 days of hire.