



## At-Will Job Description

<b>Location:</b>	KBC International 140 Venture Ct., Lexington, KY 40511	<b>FLSA Status:</b> Non-Exempt
<b>Job Title:</b>	<b>Customer Service/Retail Sales Specialist</b>	<b>Type of Position:</b> Full Time, Hourly
<b>Reports to:</b>	Retail Manager	<b>Monday-Friday, 2 Saturdays a Month</b>

### Job Summary

The **Customer Service/Retail Sales Specialist** maintains and develops the existing customer base through exceptional phone support as well as customer interaction in the retail store and with phone-in customers. Works as a liaison with Retail Manager to increase sales and customer satisfaction. Position is full-time with benefits Monday thru Friday 830am-530pm and 2 Saturdays a Month

### Duties & Responsibilities

- Provides courteous, quality customer service to each external and internal customer.
- Maintains an accurate, thorough, and up-to-date knowledge of the products and services provided by the company.
- Responds to and follows up on all sales inquiries by telephone, email and online requests.
- Maintains an understanding of the operational flow of product from the time the order is placed until the product is delivered.
- Assists with the retail store operation and answers incoming customer service calls. Understands the product mix and customer cross-over that occurs in this area.
- Supports the marketing vision through interactions with print material. Works as a liaison with the marketing/print vendors to produce timely, creative material.
- Assists in maintaining the company website and providing up-to-date product offerings, content and photos.
- Performs other duties as assigned.

### Skills & Abilities

- Possesses exceptional customer service skills.
- Displays ability to be resourceful when acquiring information and answers for customers.
- Possesses ability to respond to customers in an efficient, polite and accurate manner.
- Possesses exceptional computer skills including Microsoft Office Suite and POS applications.
- Possesses and applies a working knowledge of marketing and sales concepts.
- Proven ability to maintain confidentiality of company and customer records.
- Demonstrated ability to pay close attention to details.
- Possesses and applies a working knowledge of horse farms and/or stable.
- Possesses and applies a working knowledge of horse breeds and disciplines.

### Experience Requirements

- Minimum of five (5) or more years of experience with horses and horse products.
- Minimum of two (2) or more years of experience in sales or customer service.

### Education Requirements

- Bachelor's Degree preferred in Marketing, Business or related field or equivalent work experience.



### **Physical Requirements Essential to Perform the Duties of the Job**

- Frequently communicates with employees and customers in person, on the telephone, and on the computer to provide assistance.
- Frequently uses the computer with fingers and hands when searching for information and looking at available products.
- Frequently works in a well-lit, tempered room.
- Frequently operates telephone to call customers.
- Occasionally lifts objects weighing up to fifty (50) pounds when selling and merchandising inventory.
- Frequently stoops, bends, or kneels to inspect products.
- Frequently remains in a sitting position at a desk to perform customer service duties.
- Frequently stands to perform sales duties in the retail store.
- Occasionally lifts products into a customer vehicle.