



Gathering Together Farm

Job Description

Title: Orders Processor & Customer Service Lead

Reports To: Office Manager

Workplace:

Gathering Together Farm is a long-standing sixty acre organic mixed vegetables farm located in Philomath, Oregon. GTF has farmed the loamy banks of the Mary's River since 1987, focusing on high-quality organic produce and meaningful customer relationships. Over 35 years, we have built a loyal following of families and professional buyers from Corvallis to the coast, and throughout the Portland metro area. You can find our produce and see what we're about at five different farmers markets throughout the year; or, of course, find our farm website for further background and details.

Position Details:

Role: Orders Processor & Customer Service Lead

Location: 25159 Grange Hall Rd, Philomath, OR 97370, based in the GTF Farm Office and GTF Pack Shed.

Start date: As soon as ready. First half of May preferred, for best training opportunity.

Time of work: This role starts the farm in motion each day, so this is an early shift. Monday, Tuesday, Thursday, and Friday, 5:00 am start until approximately 2:00 or 3:00 pm.

Hours per week:

- Summer until Fall 2022, this role will be 30 hours per week, plus or minus four hours. Winter hours may be slightly reduced, unless you grow into additional roles. During much of the year, additional hours and areas of responsibility will be possible if desirable (to be discussed).

Pay rate: \$15-17 per hour starting wage, DOE, with growth possible.

Job perks:

- Complementary organic, high-quality farm produce for you and your family.
- Staff breakfasts and lunches are provided complementary on-farm most days of the week.
- Staff discount at on-farm retail store and on-farm GTF restaurant.
- Social connections with interesting and values-aligned co-workers local to the area.

Job learning:

- Gain a detailed and nuanced understanding of the chef and natural foods store customer landscape in Portland, Corvallis, and Newport. Learn what a sixty acre organic farm's delivery routes look like, and gain an appreciation for the complexity of truck routing and product delivery.
- Observe how a farm's management team, pack shed team, and field teams must interact in order to execute harvests and deliver on customer promises. At GTF, the order processor consolidates and turns in to the farm manager the initial inputs that set the farm's day in motion, so from this role you will have an interesting view on the farming operation and its rhythms.
- Develop your understanding of new customer onboarding, issues resolution, and payments processing. We serve a long list of small and large customers, so you will have ample opportunity to practice both your human customer service skills and take in the practical lessons of fresh produce orders fulfillment.

As a small business, roles can shift frequently according to the needs of the business and the interests and talents of the staff. The GTF Office is a place where you can learn a lot quickly, and get versed in a diverse range of skills – perhaps more so than in a more rigid job role or within a larger business structure.



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Responsibilities:

- Lead GTF's produce customer and chef service program, with direction from the Office Manager. Be our point-person on customer on-boarding, correspondence, and issues resolution.
- Manage processing of incoming orders, going from customer email all the way through provision of case labels and an organized order summary to the Pack Shed Manager.
- Create and update invoices for customer orders with accuracy and awareness.
- Receive customer payments and prepare deposits, following up with customers to clarify as needed.
- Engage with business customers by email and phone, and occasionally special orders in person.
- Help GTF prepare for its five farmers markets, prepping market materials.

Ideal Character and Skills:

- This is a customer-facing role requiring a service orientation and developed people skills, both in writing and verbally. External to GTF, you must be prepared to interact with dozens of business customer – by email especially. Internally, you can expect to wear multiple hats and bridge departments on the farm.
- At the same that this role demands human relating skills, this position also requires a high level of attention to detail, since errors in orders inputting or dropped customer correspondences can cause us setbacks and carry serious costs. Accuracy and timeliness will be key in your work. We are looking for somebody meticulous and efficient, yet cheerful, who can master the orders and receiving process.
- Punctuality for early morning starts is critical, since each day's work plan for the farm begins with organizing and summarizing the produce orders that customers have placed with us. That said, we are looking for somebody excited to be the farm's earliest riser, and/or who values finishing their workday in earlier afternoon to have time free for parenting, passion projects, self-care, or other pursuits.
- GTF is a bilingual workplace, so while English is required, Spanish language skills are a real plus, too.
- The ideal candidate will demonstrate a passion for organic produce, and bring prior experience in the food industry and/or farm sector.
- Quickbooks experience is strongly preferred but not essential. Excel experience, likewise, is strongly preferred but not required. 10-key experience will be useful, as well, for efficient and timely data entry.

Physical Requirements:

This job role requires ascending twenty plus stairs to reach the farm office, and going up and down numerous times per morning. Prolonged periods of sitting are inherent to the work, with plenty of typing, use of a mouse, and rapid data input. You must be able to lift up to forty pounds, for the market totes prep process.

Diversity & Inclusion:

GTF is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

To Apply

Please send your resume and a concise cover letter to: eric@gatheringtogetherfarm.com

If you have questions prior to submitting your cover letter and resume, please direct them to the email address above, including a contact number. Thank you.