



# SALES SUPPORT TEAM MEMBER

## COMPANY OVERVIEW

Sage Fruit Company is a vertically integrated Sales & Marketing firm located in Yakima, Washington. The Company was founded in 1999 and employs 40 full-time employees. Sage is owned by three apple packing companies who have partnered for the purpose of delivering the highest quality tree fruit and fostering long term relationships with their customers, growers, and employees. We have 4 apple packing facilities as well as a state of the art cherry packing plant. We are actively pursuing growth opportunities. Our headquarters is in Yakima Washington and we deliver fruit throughout the world. We are considered one of the premier grower/shipper operations in Washington and are known most for high quality and a high level of service. We believe in and require the same level of service for each other as we do for our customers.

The primary reason for our outstanding success and growth is our business philosophy and reputation tied to our corporate values which are listed below.

## PRIMARY OBJECTIVE

The Sales Support Team Member is a key member of the Sage team and highly integral to our success. The primary purpose of this position is to assist Sales Representatives in various aspects to help provide superior service to our customers.

## REPORTS TO

This position reports to the Sales Support Manager (Shari Hellums).

## MISSION STATEMENT

To produce and deliver the highest quality fruit and foster long-term relationships with our customers, employees and growers.

## VISION STATEMENT

The Sage Fruit Family is admired for greatness through our commitment to quality, innovation, and service.

## SAGE VALUES

Integrity	Teamwork	Accountability
Innovation	Passion	Pride
Respect		

## **MAJOR RESPONSIBILITIES AND DUTIES OF THE SALES SUPPORT TEAM MEMBER**

- Answer incoming calls.
- Build positive relationships with internal and external customers.
- Work closely with Sales Representatives to ensure customer orders are entered and fulfilled in a timely manner.
- Transfer calls to Sage employees and/or take messages.
- Give directions to truck drivers and dispatch to the place of loading (Saturdays when working) Transportation handles this the rest of the time.
- Assist customers if a Sales Representative is out of the office.
- Enter customer orders efficiently and accurately.
- Ensure files and records are maintained while also examining documents for completeness and accuracy.
- Keep communications flowing smoothly between sales representatives, production coordinators, and warehouse employees to ensure orders are ready to ship when the customer arrives.
- Create positive relationships with owners, growers, key vendors and other employees.

## **SKILLS AND EXPERIENCE**

The successful candidate will possess the following traits and skills:

- A high degree of professionalism.
- Excellent written and verbal communication skills.
- Proficient with Microsoft Office Suite and other commonly used programs.
- Able to handle conflict in a calm, professional manner to achieve desired results.
- High energy level, comfortable performing multifaceted projects in conjunction with day-to-day activities.
- Ability to switch easily between tasks; able to handle interruptions.
- Resourceful, well organized, highly dependable, efficient and detail oriented.
- A can-do attitude.
- A demonstrated ability to see what needs to be done and take the initiative.
- He/she must be fair and honest in dealing with employees, suppliers, and customers. Upholding the Mission, Vision, and Values of Sage.
- Exceptional communication and interpersonal skills and self-motivated with integrity and character required.
- High school diploma required; 2 or 4 year college graduate preferred.
- Previous experience in a customer service or sales support role preferred.
- Bilingual (English & Spanish) candidate preferred but not required.