

PURE SUNFARMS™

Manager, Customer Care

Pure Sunfarms is a vertically integrated, large-scale, low-cost supplier of high-quality cannabis to the Canadian adult recreation market, headquartered in Delta, BC. As a 50/50 joint-venture of Village Farms and Emerald Health Therapeutics, Pure Sunfarms is backed by one of North America's leaders in high-tech greenhouse growing.

We are trail blazing this industry with some serious clout – and by serious, we mean a 30-year track record of operating mega-scale greenhouses. We are led by a team of seasoned executives along with a team of cultivation experience from around the world. Let's just say - we are building and operating on a whole new level.

Here is where you come in as a Manager, Customer Care: You will provide outstanding customer support, engaging directly with customers via email, telephone and in-person. Your strong interpersonal skills and collaborative working style will set you up for success in this role.

ESSENTIAL FUNCTIONS

- Offer a full range of customer solutions to all clients, this includes handling all incoming and outgoing calls, in-person meetings and email management
- Improve customer service experience, increase organic growth and create engaged customers
- Take ownership of customers issues and following any problems through to resolution
- Prepare service reports by collecting and analyzing customer interaction information and monthly reporting to update the executive team
- Keep ahead of industry's developments and apply best practices to areas of improvement

We work in a fast pace environment, rolling up our sleeves to build something bigger than ourselves. Other duties may arise from time to time and as a team, we look to support each other.

YOUR BRAND YOUR STORY

We already know you love working with customers and consumer audiences, but we want to know more about your strengths. You're good at the following:

- Customer Customer service-orientation
- Ability to adapt/respond to different types of consumers and inquiries
- Highly articulate, strong interpersonal skills with a collaborative working style, well-versed in engaging different parts of an organization to inform and find solutions

- Strong active listening and conflict resolution skills
- Detail-oriented, ability to keep thorough records of customer interactions, process customer accounts and file documents
- Strong writing capabilities for a consumer audience
- Strong problem-solving abilities
- Ability to multi-task, work on a variety of platforms, prioritize and manage time effectively
- Understanding of social media environment for a consumer landscape
- Familiarity with CRM systems and best practices
- Proven customer support experience, engaging directly with customers via email, telephone and in-person.
- Experience resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Experience preparing service reports by collecting and analyzing customer interaction information and monthly reporting to update executive team
- Experience with management and resolution of incoming consumer inquiries (calls, emails, social, other)
- Experience with integrating of use of social media platforms in customer service systems
- Experience working closely with Quality Assurance and Compliance teams within an organization
- Must have the ability to obtain and pass a RCMP Criminal Record Check