

Customer Service Representative

Position Description

Oberland Agriscience Inc. is a sustainable black soldier fly larvae (BSFL) farm in Halifax, NS. We are dedicated to closing the food loop in our region and making a positive contribution to our planet. Oberland's high-performing team rears BSFL in our zero-waste facility, delivering exceptional productivity per hectare and yielding nutrient-rich, low-environmental impact products.

Partnering with local food producers and distributors, Oberland upcycles organic waste and food production by-products such as spent grains from local craft breweries to grow BSFL on an industrial scale. Oberland actively plays a role in a more sustainable circular economy in Atlantic Canada. Oberland generates high-quality sustainable protein products from the larvae, marketed and sold under the Obie's BSFL brand, and is seeking certification on an insect-derived fertilizer product for home gardens and agricultural lands.

The context for the role of Customer Service Representative is to bring Oberland Agriscience's purpose to life through creating exceptional customer experiences and supporting administrative tasks.

Key Support Person: VP Sales.

Functional Responsibilities:

Revenue 90%

- Efficiently handle customer queries and concerns ensuring prompt, coherent responses adhering to Oberland's requirement for exceptional customer service
- Manage all sales data including collecting and processing orders
- Establish customer satisfaction goals and create tracking process, manage accurate recording of information
- Ensure overall customer satisfaction and loyalty of all customers
- Provide input based on customer feedback to marketing for possible use in materials and planning
- Collaborate with other departments including operations, QA and R&D, to assure timely sample delivery and on-time orders.
- Build strong relationships while acting as a liaison between customers and Oberland
- Coordinate fulfilment of customer samples for sales team members

Infrastructure 10%

- Effectively manage all customer data in CRM, recommend improvements to processes to create efficiency and accuracy as able

Human Dynamics

- Lead by example and use values as a decision-making tool
- Embody company purpose, values and the cultural commitments
- Build healthy and prosperous relationships within team, company and with external partners

To be a great fit for this role you:

- Have a minimum of 2 years' customer service experience and a track record of creating strong, trust filled relationships with customers
- Are able to grasp and learn technical concepts about products in order to troubleshoot customer problems effectively
- Are extremely efficient, organized and consistently exceed goals and targets
- Have excellent attention to detail in data management and written communications
- Have experience managing customer satisfaction programs, having created from the ground up would be an asset

Oberland Agriscience Inc. is committed to creating an equitable and inclusive culture with a high level of belonging. As such, we are grateful to receive applications from all qualified candidates.

This is a full-time (37.5 hr/week), permanent position (following 3-month probation), Monday to Friday based out of our facility in the Ragged Lake business park in Halifax.

To apply, please send your resume and cover letter to Kath Perry:
kath@oberlandagriscience.com.