

Pure Ground Ingredients, a Certified B Corporation, is seeking an experienced Customer Service Representative to support the firms' current and prospective customer base. This role is on-site at our HQ/plant located in the Carson Valley Business Park between Carson City and Minden, NV.

The position will report to the VP, Sales & Marketing. The successful candidate is likely to be an experienced CSR with strong communication and data management skills or an accomplished B2B sales representative seeking to transition from the field to a support role.

Either profile must possess the following requisite traits:

- Superior communication skills (internal and external)
 - Exceptional customer service orientation and with the gravitas to be a trusted advisor to selected key clients
- High functioning in all MS Office programs with emphasis on
 - Excel, Outlook, PowerPoint, Teams
- Intellectual curiosity and eager to learn new systems and approaches
- Values, and takes a disciplined approach to, process
- Self-starter able to bring clarity to ambiguous situations
- Prior experience with an ERP/CRM preferred

Key contributions from this important role include but are not limited to:

- Support manager with customer communications
- Order processing and confirmation of statuses (internally and externally)
- Monitor and allocate inventory by lot number
- Productive and collegial interface across functions
 - Quality is everyone's job!

Founded in 2010, Pure Ground Ingredients, Inc. sources botanicals, herbs, and spices from organic farmers around the globe, processes them from our facilities in northern Nevada and The Netherlands, and supplies them to discerning manufacturers of organic foods, beverages, and Health & Beauty Aids worldwide. Company leadership is comprised of active ownership

complemented by a fresh group of seasoned executives with broad industry and entrepreneurial experience.

Benefits and compensation include: Paid company holidays and PTO, Health Insurance with company contribution, Dental and Vision insurance available, 401(k) plan with match, plus a competitive hourly wage (based upon experience). Equal Opportunity Employer