



Walden Local Meat Co.

LOCATION: Billerica, MA

TYPE: Full-time

Customer Experience Associate

Are you passionate about locally sourced, sustainably farmed food? Do you enjoy talking to others who care about the cause as much as you do? Are you a problem-solver who enjoys being part of an organization that puts its customers first? We're growing our customer success team in response to the incredible demand for our products and are looking for smart, patient, outgoing associates who are knowledgeable about our mission. Each interaction our team has with our customers is an opportunity to up our game and build stronger relationships.

Interested? Check out the details below:

A day in the life (not limited to):

- Get to know our customers by responding to their questions and concerns via phone and email.
- Help us get smarter and provide better service by tracking patterns in customer needs and streamlining responses.
- Help inform current and prospective customers about our range of products, including how we source and what makes us unique.
- Exceed expectations with each interaction to delight each member.
- Develop action plans for more complex customer issues, showing empathy and urgency.
- Work with customers who come into the facility, answer their questions, and send them home with everything they need.
- Proudly tell your friends and family about the great work you're doing and Walden's amazing impact on food, health, the economy, and the environment.

What we're looking for:

- Experience working with customers and examples of challenges you have encountered in customer-facing roles
- Passion for our mission and knowledge of, or an eagerness to learn about, sustainable agriculture / food
- A communication style that engages us, and a high level of confidence and maturity
- Experience working with and on teams. We move fast and are still scrappy, so we need to rely on each other and have fun along the way.
- Evidence of creativity and ability to problem-solve



- Ambition and ability to grow as Walden grows
- Evidence of academic success and an eagerness to learn, including learning evolving technology tools

Compensation:

Salary, health insurance, 401(k), vacation time

About Walden: Walden is a 3-year old mission driven startup that is reinvigorating local agricultural economies in support of healthier animals, soils, and communities. We market and distribute sustainable meat that you can truly feel good about - from a health, economic, environmental and ethical perspective. Through both retail and wholesale channels, we have significant market traction as the leading direct to consumer branded meat in the Northeast. Our vision includes replicating our model in other metropolitan areas and continuing along our aggressive growth trajectory.