



Organization Information

GrowNYC is a 50-year-old environmental nonprofit organization - helping more than 3 million New Yorkers by providing essential services and taking action to make NYC a livable city, one where every person can enjoy a healthier, more sustainable life. In particular, our network of Greenmarkets, Farmstands, Fresh Food Box sites, and GrowNYC Wholesale ensures that all New Yorkers have access to the freshest, healthiest local food.

GrowNYC Wholesale is a Bronx-based hub for source-verified, high-quality, fair-priced local foods to meet the city's burgeoning demand for local food in wholesale volumes. GrowNYC Wholesale is a local food distribution service with a two-pronged mission: to create a profitable wholesale marketplace for regional farm and food businesses, and to create transparent, efficient supply chains that increase all New Yorkers' access to high-quality, locally produced food.

Sales Associate

The Sales Associate provides support to the Sales Department through customer service and other sales activities including order entry and account maintenance. The Sales Associate should be comfortable with customer service and quickly develop a strong knowledge of GrowNYC Wholesale product offerings and operations processes in order to ensure accurate and appropriate responses to customer inquiries regarding availability, payments, and product specifications. In addition to these primary responsibilities, the Sales Associate will also provide support on order adjustments and other customer requests.

Responsibilities (include, but are not limited to)

- Provide timely customer service and sales, primarily via email and/or ticketing system with some phone communication;
- Enter and adjust customer orders using GrowNYC Wholesale's inventory and fiscal management system with excellent attention to detail and high accuracy;
- Assist with inventory management through functions such as pulling reports of ordered products, updating relevant shared documents that track items on order and available inventory;
- Account maintenance including updating customer information in ERP system;
- Communicate time-sensitive information to other departments including procurement and operations accurately and in a timely manner;
- Provide administrative support including but not limited to data entry, document organization, document revision, etc.
- During the peak season, this position may include providing sales support on Sundays.

Qualifications

- Strong written and verbal communication and interpersonal skills;

Applications

Apply for the Sales Associate position at <https://bit.ly/3fKYaiq>.

Interviews will take place on a rolling basis.

For additional information, please see our website: grownyc.org

Contact

GrowNYC
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- Robust computer skills including use of Microsoft Office, Google products, and ability to learn fiscal and inventory management systems;
- Organized, thorough, and accurate, with excellent attention to detail;
- Experience working in customer service and/or sales a plus;
- Ability to work independently and take initiative while also working in concert with team members according to established operational schedules;
- Familiar with regional produce, or willingness to learn GrowNYC Wholesale product offerings quickly.

Position Details

Schedule: This position is seasonal until November 2020, with 24 hours per week, 9am-5pm on Tuesdays and Thursdays, with an additional shift on either Sundays or Fridays.

Location: Work is primarily remote but may include 1 day per week at the Wholesale warehouse located in Hunts Point, South Bronx.

Compensation: This position is a non-exempt seasonal and variable hourly position. It pays \$22 per hour and includes only statutory benefits.

GrowNYC is an Affirmative Action Equal Opportunity Employer and hires without regard to race, gender, religion, age, sexual orientation or physical disability.