



Sales Support
Brooklyn, NY
Reports to: Sales Administrator

THE ROLE

Gotham Greens is seeking a dynamic Sales Support associate with 1-3 years experience in customer service and order entry, to provide administrative support to the sales teams. Duties include, but are not limited to, calling accounts daily, entering orders into an ERP system, fielding customer support calls/emails, supporting customers via phone/email and any other duties from the Sales Administrator. This individual works closely with our sales team to ensure optimized sales operations management. The ideal candidate is interested in sustainable agriculture and willing to embrace Gotham Greens' core values and mission.

Prior experience within a Consumer Goods company working with grocery retailers, distributors; and/or food service accounts is ideal but not mandatory. This role requires an enthusiastic, self-motivated and organized individual with prior experience specifically in a customer service environment to assume a position at a rapidly growing, innovative, disruptive company in the 21st century food system.

AREAS OF RESPONSIBILITY

Reach out to customers to ensure orders are placed accurately, timely and by assigned deadlines, field calls/emails related to daily sales orders and prospect inquiries and follow up with customers and prospects regarding related inquiries.

Works under the supervision of the Sales Administrator and effectively communicates with the Sales Division, Operations and Supply Chain.

Answer telephones, take messages, or transfer calls to appropriate individuals.

Manage numerous e-mail accounts

Set up and manage paper or electronic filing systems, recording information, updating paperwork, maintaining documents, etc.

Other duties may be assigned.

QUALIFICATIONS



Requirements:

- Requires 1-3 years experience in MS Office with emphasis on Excel and Outlook
- Demonstrated multitasking abilities
- Prior knowledge working in ERP or inventory systems a plus
- Ideally 1-3 years experience in Consumer Goods, (grocery retail ie: Whole Foods, Albertson Safeway, Target and other similar retailers) and Distribution (UNFI, Sysco, etc)
- Typical Hours: 9a – 5p Mon – Fri.
- Must be impeccably organized and able to juggle multiple priorities
- Excellent verbal, written, and interpersonal skills

WHO WE ARE:

Gotham Greens is a global pioneer in the field of urban agriculture and a leading producer of year-round, hyper-local produce and fresh food products. The company provides its retail, restaurant, and institutional customers with produce grown under the highest standards of food safety and environmental sustainability. Gotham Greens operates 5 greenhouse facilities spanning over 180,000 sq. ft. in New York City and Chicago and has another 500,000 sq. ft. under development in 5 states. Gotham Greens was founded in 2009 in Brooklyn, NY.

We are farmers that live in apartments. Our team is hard working, supportive, and passionate about sustainable urban agriculture. We work to create an environment that is caring, fun, and collaborative.

Gotham Greens is proud to be an Affirmative Action/Equal Opportunity Employer.

We thank all applicants in advance for their interest in this position, however, only those selected for an interview will be contacted.



**GREENHOUSE
GROWN**



**PESTICIDE
FREE**



**SUSTAINABLE
AGRICULTURE**



**URBAN
FARMING**



**PREMIUM
QUALITY**

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