



959 South Kipling Parkway, Suite 200
Lakewood CO 80226
Ph: 303-758-6672
www.coloradonga.org

Job Posting

Customer Account Manager and Administration

Date Posted: October 23, 2023

Company: Blooma Farms, Arvada, Colorado

Please Contact:

Harry Vlottes

harry@bloomafarms.com

Compensation:

\$19 - \$24/hour

Benefits: (as eligible and negotiable based on experience and qualifications)

- Insurance
- Retirement plans
- Paid time off

To Apply:

Please send resume and cover letter to harry@bloomafarms.com

Bloom Farms is a mid-sized Colorado wholesaler and grower of annuals, perennials and vegetables and seeks a skilled customer support and administration team member with strong plant knowledge to join our dynamic company. You will be responsible for various roles - managing existing accounts, providing customer support and satisfaction, and administration and sales support relating to the beautiful varieties of plants we grow and sell in Colorado.

Must live in or be able to relocate to metropolitan Denver or Boulder, Colorado for work.

The primary function of this position is to help maintain existing accounts, providing excellent and effective customer support and satisfaction, and various roles of administration and production support to the company.

Requirements

- Maintaining and building trust and excellent customer relationships.
- Performing administrative tasks and marketing support for all customer-related matters.
- Communicating with existing and potential customers to promote sales of hundreds of varieties of bedding plants.
- Assisting with customer satisfaction issues such as order substitutions, plant quality issues, plant disease issues, etc.
- Assisting customers with sales orders questions, using the company software ordering system and the building of plant orders.
- Exhibiting a high-level of communication and positive energy.
- Reviewing inventory of plant varieties to help sales at peak of availability and supply.



959 South Kipling Parkway, Suite 200
Lakewood CO 80226
Ph: 303-758-6672
www.coloradonga.org

- Assisting with custom plant production agreements and customer satisfaction, including customer correspondence.
- Approaching all customer communication with politeness and enthusiasm.
- Actively seeking out ways to better serve customers.
- Working with company management to timely acknowledge and respond to customer questions, complaints or compliments and taking further action when needed.
- Following all company policies.

Required Knowledge, Skills and Abilities

- Strong customer support and administration skills with demonstrated accomplishments in friendly customer satisfaction.
- Personable and friendly demeanor when interacting with customers and other employees.
- Skill in identifying and solving problems and ability to make independent decisions to solve problems relating to customer orders or requests, while also asking for help from management when needed.
- Good oral and written communication and ability to effectively present to senior management.
- Strong analytical and problem-solving skills.
- Excellent PC proficiency including Microsoft, Word, Excel and Outlook and ability to learn new software.
- Ability to work independently and under time constraints.
- Strong working knowledge of annuals, perennials and vegetables.

Minimum Required Experience or Education

- Minimum 3 years of customer support and administration experience
- Bi-lingual in Spanish is a plus
- Computer skills, including extensive use of excel.

Job Type: Full-time with ability to work seasonal hours of 40+ hours per week from January to June and 30-35 hours per week from July through December.

About Blooma Farms: Established more than 30 years ago as “Brown’s Greenhouse”, Blooma Farms strives to master the art of growing exceptional and hardy plants. We deliver innovative plant varieties to stay ahead of “garden” trends and provide exceptional, responsive customer service. We cultivate and supply an extensive variety of annuals, perennials and vegetables. Blooma Farms is a premier wholesale grower of annuals, perennials and vegetables in Colorado. In addition, our sister company, “Rocky Mountain Liners” provides young plants to other growers throughout the country. Our signature quality and innovative plant varieties have led to a loyal following for plants. With a hard-earned reputation for quality and service, we provide garden centers and landscapers throughout the area with beautiful plants.

Blooma Farms is a people and plants-first business. We strive to create an environment where we want to come to each day and do valuable and meaningful work. We offer competitive pay, a complete benefits package upon eligibility that includes insurance, retirement plans and paid time off. This is an opportunity to work with a great group of people. Salary range of \$19 - \$24 per hour and benefits negotiable based on experience and qualifications. Thank you in advance for your interest in this position.