



## **Part Time Customer Service Specialist**

Cherbourg Cyprus is looking for a part time customer service specialist to support bakery operations in Cincinnati, Ohio.

Under the guidance of the owner, the customer service specialist is responsible for supporting the presentation of Cherbourg's menu of gluten, nut, and dye-free baked goods, and providing superior service to the bakery's customers.

### **Responsibilities may include:**

#### *Customer Service*

- Authentically channels and embraces the culture of Cherbourg Cyprus by creating a warm and welcoming environment for all bakery customers
- Reinforces a bakery space built on positive relationships with all customers
- Assists customers in selecting baked goods and educates them on ingredients, if needed
- Embraces a flexible approach to customer service by working to best accommodate customer needs
- Manages customer orders and ensures they are appropriately written and processed
- Responds to customer concerns with professionalism and poise, and appropriately escalates issues to the Supervisor or Owner, if needed
- Assists customers at the cash wrap, accepts payment, and fulfills orders

#### *Bakery Operations*

- Embraces ownership of Cherbourg's menu of gluten, nut and dye-free baked goods
- Brews customer coffee orders following Cherbourg's pour-over guidelines
- Works to deliver the bakery's products in a timely fashion for breakfast and lunch to meet specified time goals
- Maintains up-to-date knowledge of culinary trends
- May be required to open or close bakery operations on business days
- Maintains 100% compliance with nutrition/sanitation regulations and safety standards

### **Skills and requirements:**

- Proven experience working in a customer service role
- Ability to support kitchen operations efficiently
- Excellent communication skills, both written and oral
- Is a strong team player and able to collaborate with others, no matter the position level
- Embraces feedback – both positive and constructive – and incorporates it into ongoing performance
- Food and beverage knowledge, with the ability to recall ingredients and inform team members and customers
- Ability to remain poised when faced with difficult situations
- Ability to manage multiple tasks in a fast-paced bakery environment
- Embraces a creative approach to problem-solving
- Excellent attention to detail
- Culinary schooling is a plus

To be considered for this position, please complete an application at [www.cherbourgbakery.com/careers](http://www.cherbourgbakery.com/careers) or submit your resume to [careers@cherbourgbakery.com](mailto:careers@cherbourgbakery.com).

Please, no phone calls. Relocation assistance will not be provided.

Cherbourg is an Equal Opportunity Employer.

**About Cherbourg**

Inspired by the port town of Cherbourg, France, Cherbourg is a dedicated gluten, nut and dye-free bakery, founded in the heart of Columbus, Ohio. Our baked goods are made with minimally-processed ingredients from as many local resources as we can muster. We use farm butter (from grass-grazing happy cows), local eggs, and only two flours. All baked goods are free of gums, fillers, starches, bean flours, vegetable oils, nut flours and any other ingredient unnecessary for the product.

Everything is made daily, by hand, in small batches following traditional recipes.

For more information, visit [www.cherbourgbakery.com](http://www.cherbourgbakery.com).