



The Company

Carriere Family Farms has been a family-owned company for 130 years, where we farm walnuts, rice, and almonds in the Northern Sacramento Valley. Additionally, we process and pack walnuts for global customers from our facility and office headquarters in Glenn, CA.

We are proud of our legacy and reputation based on a foundation of family tradition, commitment to quality, and taking care of our people. We are seeking knowledgeable and motivated individuals to add to our legacy and help us with our ambitious growth plans, currently underway.

We offer a competitive compensation and benefits plan including health, dental, and vision insurance, health savings account (HSA), 401(k) retirement plan with excellent match, bonus plan, paid time off, long term disability and life insurance plans, employee assistance program, and more.

Our can-do attitude and enthusiasm toward our growth plans provides for a unique, once-in-a-career culture to become a part of daily. Hard-working, fun, inclusive.

Position: Inside Sales Representative

We are seeking an Inside Sales Representative whose desired career path is to grow and learn alongside accomplished business leaders, while having a direct impact upon a growing business. This is a new position added to our sales team as we prepare for annual increases in overall sales volume in support of a major business expansion initiative in the coming years. The Inside Sales Representative will report directly to our Sales Manager and will work closely with our logistics, QA, and production teams in selling and delivering our products to our global customers.

Key Result Areas:

Sales Planning & Execution

- Assists with developing our long-term sales strategies and translating them into concrete, annual sales plans.
- Assists with developing strategies and programs to create more industry awareness of our value proposition and increase demand for our products.
- Identifies new sales opportunities and creates formal business proposals for consideration.
- Identifies prospective new customers by using industry contacts and associations, following up on leads from existing customers, and attending trade shows.
- Maintains effective internal communication with key stakeholders to ensure sales activity is in line with team objectives.
- Conducts monthly sales meeting with sales manager to review current sales status versus sales plan and changing market conditions. Sets new sales goals for the next month accordingly.
- Manages all incoming sales calls/emails by responding within 24 hours. Coordinates with logistics, QA, production when their involvement is required.
- Updates and manages the customer database of contact and historical information.
- Generates reports and attends weekly production meetings to ensure pounds sold to be packed and inventory levels are sufficient to meet current and forecasted sales orders.



- Prepares sales contract documentation works with sales support to ensure all information is accurately entered into the system and sent back to the buyer in a timely manner.
- Reviews the DFAs for each shipment to ensure accuracy and immediately notify managers when out of spec.

Customer Relations

- Serves as company point-of-contact for all customer service issues including complaints, quality, information/documentation requests, account reconciliation, resolving price discrepancies, collecting/sending product samples, and more. Coordinates resolution with internal team members.
- Creates and delivers monthly buyer report containing updated industry data.
- Creates customer issue tracking capabilities to ensure corrective actions are successful and to provide trending data for more predictive initiatives.
- Builds effective relationships with customers, buyers, handlers, and other industry contacts in support of building our brand and achieving our sales objectives.
- Follows up with buyers/customers when logistics needs additional support making contact.
- Creates buyer metrics to understand their requirements versus our internal specifications.
- Participates in all customer meetings and site visits, taking notes and following up with customers via email to ensure identified action items from the visit are addressed or completed.
- Creates a personal connection by sending handwritten thank you cards following visits or new business.
- Handles all customer visits and meetings in the absence of the sales manager.

Marketing Data

- Meets with sales manager daily to review market trends and developments, set pricing/product/volume goals.
- Develops effective relationships and maintains regular contact with other handlers to gain and share information on changing market & sales conditions.
- Gathers industry market information (walnut board report, buyers, etc.) to generate our monthly buyer report.
- Attends regular handler meetings and other industry events to remain current on market conditions.
- Generates marketing & sales reports for CFF board of directors' meetings and other company uses.

Annual Conferences

- Attends the following annual conferences: INC, SIAL, Gulf Foods, Anuga, Peanut Treenut, Private Label Trade Show (PLMA).
- Coordinates all the logistics for group conference attendance including travel, conference registration, hotel, booth transport (if necessary), etc.
- Contacts customers/buyers ahead of conference and arranges personal meetings with sales team during the event. Confirms meetings just prior to conference.

Enterprise Resource Planning (ERP) Implementation

- Supports sales manager and logistics/production teams with our conversion to a new ERP system



Position Requirements:

Education:

- Bachelor's degree in business, marketing, economics, or related subject (agricultural-based preferred), or sufficient work experience sufficient to meet the educational requirements of the position.

Experience:

- Two or more years selling or coordinating the logistics of a bulk food commodity that is sold and shipped globally.
- Two or more years with accountability for direct customer contact and handling a variety of customer service issues.
- Experience taking in sales orders, writing up common sales contracts, and implementing the terms of product delivery.
- Experience participating in any form of ERP/major software system conversion is preferred.

Knowledge, Skills, & Abilities:

- Knowledge of the international standards, regulations, logistics and country-specific particulars with selling and shipping a food commodity globally.
- Ability to travel domestically and internationally (post coronavirus).
- Skilled at being able to understand customer needs and how to negotiate win-win agreements.
- Ability to establish and foster an effective professional network.
- Basic understanding of food commodity quality grading and specification identification concepts.
- Knowledge of general food safety Good Manufacturing Practices (GMPs). Knowledge of SQF standard a plus.
- Strong Microsoft Excel, Word, PowerPoint, Outlook skills.
- Ability to prepare and deliver effective presentations and speaking in front of small groups.
- Strong organizational, analytic, and attention to detail skills.
- Exceptional interpersonal effectiveness skills in person, on the phone, video conferencing, and in written form via email.