

# Center for Dairy Excellence

## Job Posting for Customer Relations Specialist

---

The Center for Dairy Excellence is adding a **Customer Relations Specialist** position to support the organization's programs. The **Customer Relations Specialist** will interact with program participants and stakeholders through various modes of communication to assist with outreach, address inquiries, resolve issues, and provide support to ensure a high level of customer service to those reaching out to our organizations. This position will assist with event program planning and logistics as well as handling communications supporting donor outreach. This position maintains our CRM and produces reports.

The **Customer Relations Specialist** position offers a consistent workload with a balance of tasks and opportunities to interact with others. The ideal candidate will have a natural knack for attention to the details, handling them with better-than-average accuracy and with careful attention to the quality of the work. This position works with a stable, collaborative team. The pace of the job is steady with higher volume around events and program milestones.

The Center for Dairy Excellence is a 501C6 non-profit with a mission to empower the people, create the partnerships and coordinate the resources to grow dairy profitability in Pennsylvania. The Center also provides leadership and programming for the Center for Dairy Excellence Foundation of Pennsylvania, a 501C3 non-profit charitable organization.

### Qualifications:

- Knowledge of the dairy industry
- Minimum of three years' experience in a customer service role
- Demonstrated ability to work with multiple project managers and with multiple customer audiences
- Experience in working with CRM (customer relations management) software
- High School Diploma or equivalent required

### Skills:

Customer service and positive interpersonal skills are essential. Position requires a self-motivated, detail-focused, service-oriented individual with excellent written and verbal communication skills (including active listening), proficient computer skills with willingness to learn new software and new programs to meet customer needs.

### Schedule:

Generally, this position will work normal business hours from 8 a.m. – 4 p.m. The position would work in a hybrid fashion with an average of two days a week in the Harrisburg Office and three days a week remote. Some weeks may vary.

### Benefits:

Full-time position with a comprehensive benefits package to include vacation, 401K, life insurance, health insurance and a flexible health spending account.

### To apply:

Email your resume to Jill Smith, Cornerstone HR & Management Consulting:  
jsmith@cornerstoneHRM.com