



# CCOF

Advancing organic agriculture through certification, education, advocacy, and promotion.

## **JOB ANNOUNCEMENT: Applicant Support Supervisor**

**Position will remain open until filled**

**Organizational Overview:** CCOF advances organic agriculture for a healthy world. We advocate on behalf of our members for organic policies, support the growth of organic through education and grants, and provide organic certification that is personal and accessible.

CCOF is a nonprofit organization governed by the people who grow and make our food. Founded in California more than 40 years ago, our roots now span the breadth of North America, and our presence is internationally recognized. We are supported by an organic family of farmers, ranchers, processors, retailers, consumers, and policymakers. Together, we work to realize a future where organic *is* the norm.

### **Position Summary:**

The Applicant Support Supervisor is a key position within the CCOF marketing and sales team. The primary duties include coordinating and implementing prospective client services support and sales campaigns for farmers and handlers interested in becoming organic certified. This position is responsible for creating sales and support plans to meeting strategic organization goals, building membership, and providing strategic solutions for efforts including prospective client services, sales campaigns, tradeshow, and client acquisition.

This is a full-time, exempt status position reporting to the Marketing Director.

### **Position Responsibilities:**

- Plan and coordinate Application Support efforts aimed at growing CCOF membership and the organic movement
- Oversee processes through which the Application Support team works with internal and external project owners to develop strategic sales pitches for CCOF's products and services
- Provide sales and customer service expertise, data, and department process improvements
- Identify emerging markets and market shifts while being fully aware of competition status
- Manage high level projects and oversee day-to-day activities including lead tracking and tradeshow evaluation and management
- Own recruiting, objectives setting, coaching and performance monitoring of Application Support representatives
- Align various Application Support activities to compliment organizational goals and create an achievable and sustainable workload

**Qualifications, Skills, and Experience:**

*The ideal candidate will have the following:*

- Minimum of three (3) years of sales and/or client services experience
- Bachelor's degree in business administration, marketing, or related field
- One (1) to three (3) years of experience in managing personnel and projects
- Excellent mentoring, coaching and people management skills
- Successful previous experience as a client services representative or sales manager, consistently meeting or exceeding targets
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization
- Proven ability to drive the sales process from plan to close
- Strong business sense and industry expertise
- Experience in the organic industry and knowledge of organic certification is highly desired
- Ability to multi-task and work under pressure
- Proven ability to work in a dynamic environment with various stakeholders, sometimes possessing strong and conflicting opinions
- Strong computer and technical skills with specific experience in Microsoft Office Suite (Excel, Word, PowerPoint)
- Experience in Customer Retention Management (CRM software such as Sales Force)
- Willingness to do whatever it takes to get the job done
- Ability to work occasional nights and weekends
- Ability to travel domestically several times each year
- Ability to lift 40 lbs. from ground to waist and be physically able to pack boxes and materials for trade shows and events
- Ability to stand and walk for several hours at a time (at trade show and/or events)
- Legal status to work in the United States

**Compensation:** CCOF takes pride in offering competitive pay and benefits such as superb health plans, 401(k) program, and generous sick/personal and vacation time. The Applicant Support Supervisor's starting salary range will be \$72,360 - \$94,068 and will depend on qualifications and experience.

**Hiring Process:** Applications will be accepted until the position is filled. Interested applicants, please submit the following documents to [employment@ccof.org](mailto:employment@ccof.org) with "Applicant Support Supervisor" in the subject line:

- Cover letter summarizing your interest in CCOF and the position, and qualifications
- Current resume

- List of three professional references

Incomplete applications will not be considered. No phone calls, please. Only short-listed candidates will be contacted. Thank you for your interest.

CCOF is an equal opportunity employer. We encourage people with diverse backgrounds and experience to apply.

CCOF requires all employees who work in the Santa Cruz office to be fully vaccinated and boosted against COVID-19 in accordance with the schedule recommended by state and federal health authorities. New employees who are required to work in the office may be able to provide proof of vaccination on their first day of employment. A person is considered fully vaccinated two weeks after the second dose of a two-dose COVID-19 vaccine or two weeks after a single-dose COVID-19 vaccine has been administered. If you are unable to be vaccinated against COVID-19 because a religious belief, medical condition, or disability, CCOF will consider requests for accommodation in accordance with applicable law.