JOBS ANNOUNCEMENT: Applicant Specialist I

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, today our roots 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 Application Specialist’s primary duty is to support organic certification applicants from Mexico and the U.S. and support sales team outreach efforts. This is a full-time, exempt status position reporting to the Sales and Marketing Manager.

Position Responsibilities:
- Guide applicants through Mexico and U.S. Compliance program.
- Provide applicant support to leads from website, emails, phone requests, walk-ins, and follow up to trade show and trainings.
- Facilitate completion of the application.
- Reply to general certification and food safety requests.
- Manage leads in Salesforce. Record leads, track interactions, and prioritizes activities.
- Translate relevant communications related to Applicant Support e.g., outreach emails and Applicant Support templates.
- Conduct regular outreach emails to dormant leads.
- Assemble and distribute applications packets as needed.
- Support sales team outreach efforts.
- Other duties as assigned by supervisor or department director.

Desired Qualifications:
- Bachelor’s degree in environmental studies or related field.
- Strong verbal and written communication skills.
• Bi-lingual English and Spanish required.
• Strong customer service skills with internal and external clients.
• Should be a proactive self-starter with the ability to work independently.
• Excellent organizational skills.
• Experience using Salesforce.com.
• Strong computer skills: Microsoft Word, Excel, and PowerPoint.
• Agricultural and/or food industry knowledge, background and/or experience a plus.
• Candidates who will work from the Santa Cruz, CA office are preferred. Note: CCOF Santa Cruz office is closed until July 1, 2021 due to the COVID-19 pandemic.

Compensation: CCOF takes pride in offering competitive pay and excellent benefits. The Application Specialist’s starting compensation 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, with “Application Specialist I” 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.