



Customer Experience & Inbound Operations Manager

| Department | Reports To | Location | Type |
|----------------------|----------------------------------|-------------------|--------|
| Business Development | Director of Business Development | Hudson Valley, NY | Remote |

About the Role

Harvest Prime is a growing food distribution platform built from the merger of three established Northeast brands. We're looking for a hands-on, tech-savvy CX & Inbound Operations Manager to own the full inbound customer journey—from first inquiry through onboarding and ongoing account health. You'll build and run the systems that route, qualify, and manage every inbound touchpoint so our sales team can focus on selling. This is a management-level role working cross-functionally with Sales, Procurement, Logistics, and Technology.

What You'll Own

Inbound Lead Routing & Qualification

- Own all inbound inquiries (website, phone, email, referral) and route qualified leads to the right rep within defined SLAs.
- Build lead qualification criteria aligned to account prioritization (segment, geography, margin profile).
- Manage the handoff from inbound interest to sales-qualified opportunities with warm, contextualized leads.

New Account Onboarding & Setup

- Run end-to-end customer setup: credit applications, routing approval, accounting confirmation, and first-order coordination.
- Own the Customer Set-Up Form workflow, ensuring accurate entry in Produce Pro (ERP), Food Connex (ERP) and HubSpot (CRM).

Inside Sales & Customer Support Management

- Oversee the inside sales function, including inbound phone coverage, order entry, customer questions, product availability, and day-to-day account support.
- Ensure customers receive timely, accurate, and professional communication regarding orders, deliveries, substitutions, credits, pricing, and general account needs.
- Manage and improve the order-entry process to reduce errors, improve response time, and create a smoother experience for customers and internal teams.
- Serve as a key bridge between sales, operations, purchasing, and logistics to make sure customer needs are clearly communicated and resolved quickly.
- Track customer communication patterns, recurring service issues, and missed-order opportunities, then use that information to improve retention and account performance.

Systems, Process & Cross-Functional Coordination

- Serve as the power user of HubSpot, our CRM for lead management, campaigns, and pipeline hygiene and our Pepper, our eCommerce ordering platform, provides customers with easy, 24/7 access to place orders.
- Partner with the systems administrator to automate data flows between CRM, ERP, and customer-facing tools.

- Build reporting dashboards tracking inbound volume, response times, onboarding velocity, and satisfaction metrics.
- Participate in Sales–Ops and Sales–Procurement syncs; collaborate on vendor-related customer issues.

Who You Are

- 3–5+ years in customer experience, inside sales ops, or account management—ideally in food distribution or foodservice.
- Tech-savvy with hands-on CRM experience (HubSpot strongly preferred), ERP systems, and workflow automation tools.
- Comfortable with data: can pull reports, spot trends, and build dashboards without waiting for IT.
- Process-builder mindset—you see a manual task and instinctively systematize it.
- Excellent communicator who translates between sales, operations, and technology teams.
- High ownership mentality in a fast-moving, founder-backed environment.

Nice to Have

- Experience with Produce Pro or similar food-distribution ERP platforms.
- Background in wholesale food distribution, specialty food sales, or standing up a CX function from scratch.

Compensation & Benefits

- \$75,000 annual salary | Full-time
- Flexible hours with ideal availability 7 AM–5 PM
- Hudson Valley based, primarily remote with quarterly in-person requirements
- Benefits package details provided during the interview process

To apply, send your resume and a brief note on why this role interests you to: