



Customer Service Specialist

(Job Description)

Status: Full-Time

Work Hours: Monday – Friday; typical office hours

Summary/Objective

This position works directly with customers confirming new orders, generating sales orders in our accounting software, billing, cutting vendor PO's, managing several different Excel databases, and handling customer complaints.

Duties and Responsibilities

Duties and responsibilities include but are not limited to the following:

- Data entry of all incoming customer orders into Excel
- Accurately enters sales orders, processes acknowledgments, purchase orders (email) and shipping papers into our accounting software.
- Consistent contact with customers: responds to emails, phone messages, confirming orders, complaints and schedules, and all customer correspondence.
- Manages and maintain sale order and PO spreadsheets in Excel
- Ability to read and interpret documents such as: purchase orders, bills of lading, invoices, etc.
- Upholds the security and confidentiality of documents and data within area of responsibility.

Competencies

Extreme organizational skills, Thoroughness, Time management, High level of attention to detail, Self-starting, Strong communication through email, Able to take criticism, Must be able to understand and carry out oral and written instructions and request clarification when needed, Able to manage and prioritize high volume of work in a fast paced environment and Good self-auditor skills

Education and Experience

Associate Degree in Business Administration or related field preferred, but not required. Advanced user of Microsoft Excel required. Knowledge in dry milk powder, food ingredients or packaging manufacturing preferred.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. Performing the duties of this job include: contact with dry dairy products, frequent exposure to airborne particles. Almost always work indoors. Often share office space with co-workers. High level of social interaction.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to go up/downstairs, use hands to: finger, handle or feel; and reach with hands and arms. The position involves standing, walking, sitting, and bending. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities.

Supervisory Responsibility

This position has no supervisory responsibilities.

Travel

No travel is expected for this position.