

# PETERSON

*Delivering a World of Good Taste*

## Customer Service Representative

### SUMMARY OF POSITION

Generates revenue through accurate and efficient processing of customer orders and ongoing efforts to satisfy customers

### KEY ACCOUNTABILITIES

Maintains a high-level of customer satisfaction and repeat business for retail & foodservice accounts. May involve, but not limited to:

- § Develops relationships with customer contacts to ensure high level of customer satisfaction and efficient, accurate order processing.
- § Performs outbound & answers inbound calls regarding orders, add-ons, changes and/or confirmations.
- § Answers questions regarding code numbers, credits, inventory changes, etc.
- § Processes special orders and will-calls for accounts, as needed.
- § Supports the overall Inside Sales department, as needed and is available for back-up support.
- § Supports the corresponding outside sales representatives as needed.
- § Maintains knowledge of our product lines and special programs.
- § Consistently suggests and sells items from DSI and Push lists.

### ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

- § Strong ability to communicate in written and verbal medium with a diverse range of vendors, customers and staff. Involves a high level of clarification, persuasion and assertiveness with customer situations.
- § Mathematical ability to perform basic math functions, verify numbers in computer system, and basic understanding of product specifications (piece, case, etc.).
- § Accurate and efficient data entry skills into a computer-based inventory system. Often involves repetitive use of hands, fingers, and wrists to enter, move and perform office tasks.
- § Ability to utilize computers and software (Navision; MS Word & Outlook) and office equipment
- § Anticipates problems and demonstrates strong decision-making and problem solving skills to respond quickly.
- § Ability to work independently with a strong level of self-motivation, initiative, and organizational qualities. Works in a fast-paced, deadline driven environment.
- § Prior experience in a similar customer service and/or inside sales environment. Food products/industry knowledge preferred.
- § Comfortable working in a sedentary position involving a high level of mental attention and occasional walking within office/warehouse.

**SCHEDULE:** MONDAY – FRIDAY – 7:30 AM TO 4:00 PM (Subject to Change)

**Wage:** To be determined based on job responsibilities, tenure, and work experience.

*If you're interested in applying for this position please email [careers@petersoncheese.com](mailto:careers@petersoncheese.com) and request an application today.*