

## Customer Service Representative

Answers incoming customer calls, keys orders, and researches issues, wait on walk in customers. Work schedule will include at least one weekend day.

At Ruffino Meats & Food Service, we offer the opportunity to grow personally and professionally, to contribute to the success of our organization, and to serve others in a manner that exceeds their expectations. We are looking for talented, hard-working individuals to join our team.

### Position Summary:

The hours of this position are Monday to Friday 8am to 5pm and Saturday 8am to 12pm.

Bilingual English / Spanish is required for this role.

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### Responsibilities:

Maintain and enhance existing accounts through service activities; assists in the maintenance of existing accounts through sales assistance activities; performs related duties.

- Intakes and processes orders, prepares relevant information and supports accounts to ensure customer satisfaction.
- Contacts customers to advise them of information concerning their orders or concerns with their accounts. Topics will include, but are not limited to:
  1. product quality
  2. product availability
  3. pick-up and credit information
  4. suggested substitutes
- Develops good service relationships with customers.
- Provides assessments for customers to determine service needs and identify problems and sales opportunities.
- Assists in the sale of products and service activities by providing good information and excellent follow up to customers.

- Performs other duties as assigned.

Qualifications:

- High School diploma or equivalent.
- \*Bilingual English / Spanish \*
- Familiar with standard concepts, practices and procedures within the customer service field.
- Must be computer literate and able to use MS Word and Excel.
- Use of 10-key by touch required.
- Use of cash register and handling cash is required.
- Must possess excellent interpersonal skills, and problem solving abilities.
- A demonstrated ability to plan and organize your own work activities; handle complaints in a considerate manner; manage work time efficiently; follow procedures and policies; perform basic mathematical calculations; identify and solve problems; write clearly and concisely.
- Must have the ability to work both independently and in a team environment.
- Must have the ability to multi-task and be able to perform in a fast paced environment.
- Must be able to adapt to changes in the workplace

Knowledge, Skills, and Abilities Preferred

- Food service experience preferred.
- Data Entry Experience required.
- Experience in a sales support role in a sales driven organization preferred.
- Familiarity with product lines sold by Ruffino Meats & Food Service, ordering procedures, necessary inter-department communications related to certain sales, credit, customer service activities; and credit terms and general finance terminology/concepts.

Physical Requirements:

This work requires the following physical activities: sitting for long periods of time, standing, walking, and finger dexterity for activities such as data entry and calculator use, repetitive motions, speaking, hearing, visual acuity, and mobility between departments. The work is performed primarily indoors.

Additional Information:

Applicants must be currently authorized to work in the U.S. on a full-time basis without future employment sponsorship.

Ruffino Meats & Food Service is an Equal Opportunity Employer!