



Job Description

Title Customer Service Representative	Department Customer Service	Facility Dallas
Supervised By Customer Service Manager		
<p>Primary Job Function The Customer Service Representative is the voice of the company to many of our customers, and provides amazing customer experience through enthusiasm, product knowledge and responsiveness. The Customer Service Representative is more than an ordinary order-taker, this role plays a critical part in the growth of our business through expanding our offerings to customers and providing excellent customer support.</p>		
<p>General Duties</p> <ul style="list-style-type: none"> • Full and part time positions available all shifts, especially evenings and weekends – great for students and night owls! • Demonstrate customer-focused, service-first attitude • Inbound and outbound calls via phone, email and online chat from current customer base and process orders per customer item specifications • Sell/upsell a wide range of fresh food products; support the sales team on behalf of our customers • Take ownership in resolving customer inquiries, complaints and issues • Communicate internally all necessary customer requests/changes, usage patterns, service issues etc. • Work in a team environment, support others when needed and identify strategies for improvement • Passion for food with ongoing research and knowledge of fresh produce, gourmet specialty foods, artisan cheeses and dairy products to optimize customer satisfaction • Knowledgeable and adhering to all safety and foods safety practices (SQF, HACCP, GMP) • Other sales and service duties as assigned 		
QUALIFICATIONS		
<p>Required</p> <ul style="list-style-type: none"> • Minimum of High School diploma or GED educational background • Dependable, punctual, and reliable are a must for the position • Professional, outgoing, personable, and a good conversationalist • Meet all accuracy standards and service observation (quality monitoring of calls) • Strong written and verbal communication skills are essential • Possess proficient computer skills to navigate and multitask in multiple operations • Organized and have good time management skills • Flexible work hours – some evenings, weekends and holidays are required <p>Preferred</p> <ul style="list-style-type: none"> • Food service and/or retail produce knowledge • Previous call center or related experience desired • Bilingual communicator both in English and Spanish 		
<p>Responsibilities The Customer Service Representative role is responsible for resolving customer requests and questions serving as a liaison between the customer and various departments with the organization.</p>		
<p>Performance Measurement</p> <ul style="list-style-type: none"> • Lives our core values (Productive, Innovative, Genuine & Fun) • Meets productivity and sales metrics • Excellent performance as a Customer Service Representative role can be a stepping stone to build your career into outside sales, operations and more 		