



POSITION DESCRIPTION

Position Title: Customer Service Representative

Location: Watertown, CT

Reports To: Carol Sandulli

FLSA: Exempt Non-Exempt

Date: 2023

I. POSITION SUMMARY

This position is the front line of support for clients and customers, and the incumbent ensures that customers are satisfied with products, services, and features. This position supports customers by providing helpful information, answering questions, and responding to inquiries.

II. ESSENTIAL POSITION RESULTS

- Review and process orders from a customer request into the ERP system, with accuracy and completeness in regards to information and pricing
- Routinely communicate directly with customers, providing prompt and accurate product information, delivery and availability, order and shipping status, order changes, customer returns and discrepancies
- Monitor the progress of scheduled orders to ensure customer expectations are met, commitments are kept and delivery schedule is achieved
- Maintain customer account master data
- Create customer specific labels if applicable
- Administrative duties such as answering the phone, updating records, filing.
- Work closely within department, sales team, production and shipping
- Support inquiries from the sales team
- Requests freight quotes and reserve trucks from freight carriers
- Coordinated pick up with brokers and produce export paperwork. To include Bill of Lading, Commercial Invoice, Contacting brokers, Certificate of Origin, Safety Data Sheets and country specific documents.
- Contributes to team goals and with special projects as needed.
- Practice Company Values to enable success with shared purpose.
- This position supports and is accountable for the Quality and Food Safety policies in place by the company.

III. SUPERVISORY RESPONSIBILITIES

None



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IV. CANDIDATE QUALIFICATIONS AND PROFILE

Experience/Knowledge/Skills:

- The successful candidate must possess 3 to 5 years in a Customer Service
- Experience working in a manufacturing or distribution environment is preferred
- Effective problem solving related to customer concerns
- Experience in coordinating trucks and export paperwork a plus
- Proficient PC skills using MS Office and other various computer systems (Macola, Synergy ERP)
- Must be result oriented professional with excellent verbal/written communication skills using diplomacy and discretion as well as the ability to communicate effectively
- Detail oriented and able to multi-task
- Diligent follow up and time management skills
- Dependable team player, collaborative with positive attitude and professional demeanor
- Passionate, energetic and results oriented personality
- Professional demeanor
- Character and integrity

V. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

While performing the duties of this job, the associate is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The associate frequently is required to stand, walk, sit, and climb or balance. The associate must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

VI. WORKING CONDITIONS AND ENVIRONMENT

The work environment characteristics described here are representative of those encounters while performing the essential functions of this job.

While performing the duties of this job the employee is regularly exposed to normal business office environment and occasionally exposed to a manufacturing environment. The ability to share workspace and dress in proper attire such as required PPE gear as necessary.



POSITION DESCRIPTION

Company Purpose (Why We Exist):

To create a more sustainable world where we offer value for all stakeholders and contribute to a more equitable society.

Company Values (How We Work Together Every Day):

SAFETY – We are all responsible to keep each other safe and improve standards through ongoing training and learning.

QUALITY – We are dedicated to high-quality, reliable solutions that meet customer needs and exceed expectations.

RESPECT – We consistently work together with mutual care, open communication and honesty.

SERVICE – We are committed to integrity, excellence, and urgency in serving our customers and the communities where we operate.

INNOVATION – We aim to shape the future through ethical sourcing, and continuous improvements in research and manufacturing.

TEAMWORK – We empower team accountability by prioritizing the achievement of shared goals to drive strategic success.

SUCCESS – We acknowledge that success starts with each of us, enabling continued progress towards our shared purpose.