

# 826BR - Customer Service Specialist

Status: Open

Job req template: Standard Requisition

## Requisition details

Job Code : COST02 Customer Service Rep

Title : Customer Service Specialist

No. of Positions : 1

Recruiter : Garza, Samantha

Hiring Manager : Perez, Jillian

Reports to : Jillian Perez

Req team : Houston, William  
Garza, Samantha  
Bayzik, Anne  
Serrano, Susana  
Perez, Jillian

Reason for req : Replacement

Was the last incumbent hired through a recruitment firm? : Yes

List the recruitment firm : Job Giraffe

Job description :

## **Customer Service Specialist**

### **Position Summary**

This position reports to the Customer Service Supervisor and is Alpha Baking's front line representative to our customers. This position is responsible for processing orders received via telephone, email, fax and EDI, as well as providing a variety of other information depending on a particular customer's needs. These individuals are responsible for handling a customer's issue from inception through to completion or escalation to a supervisor or manager, acting as the conduit for communications between customers and internal Alpha Baking staff. Customer Service Specialist are responsible for seeing an order through from order placement, shipment and invoicing, communicating with the customer and Alpha Baking staff along the way to ensure complete and timely fulfillment.

### **Responsibilities**

How long was the incumbent employed with Alpha Baking Company? : 3 Months

Name of previous incumbent : Zharya Johnson  
Joel Gonzalez

Job category : Office Employee

Employment type : Permanent

Job Type : Non Plant Position

Type of position : Full-Time

Is this a union position? : No

FLSA status : Non-exempt

Requested Salary : 18.00

Notify CEO (salary above \$100k) : No

Salary frequency (per) : Hourly

- Processing orders and invoices through a variety of platforms (telephone, EDI, email and fax) while assisting customers with product availability, order status, product match-up, shipping information, and other functions necessary to serve customer accounts
- Facilitate and oversee communication between all Alpha Baking departments and our customers to resolve customer issues and facilitate complete and timely order fulfillment
- Carrying out customer service strategies, as directed by department management, to improve quality of service
- Escalate credits and refunds to department management for processing
- Providing timely and quality customer service
- Generating sales from up-selling and cross-selling
- Communicating to Alpha Baking staff, customers and vendors through a variety of platforms
- Pull required information from a variety of reporting mechanisms and interpret the data
- Participation in monthly staff meetings with the Customer Service Manager and Supervisor

- Create and maintain Customer Exception database documents
- Process retail customer product complaints, problems, inquiries and special handling request; Work with internal and external customers to address and resolve issues (shipment delays rejections, etc.) in a timely manner
- Communicate proactively with customers, management and sales regarding orders in jeopardy, service exceptions and general account issues
- Daily EDI maintenance - correcting problematic transactions ensuring orders are processed accurately and in a timely manner
- Assisting team with daily workload and ensures completion in absence of any team member
- Coach and aide in the development of new hires entering into the department
- Other duties as assigned

## **Requirements**

- High School Diploma or GED equivalent
- Previous experience in customer support, client services, sales, or a related field required.
- Excellent customer care and focus; ability to assess customers' needs

and provide correct answer, path, troubleshooting, or method for a positive customer experience

- Ability to think fast, find answers, and respond quickly to customer issues, all with a polite, empathic, and professional voice and manner
- Ability to multitask, prioritize, and manage time efficiently
- Excellent attention to detail
- Professional verbal, telephone and written communication skills
- Comfortable in a team-player role
- Creative problem solver who thrives when presented with a challenge
- Intermediate computer skills with the ability to navigate through multiple computer applications and experience specifically with Microsoft Office Suite
- Excellent time management and prioritization skills
- Ability to answer phone, listen actively, relay information, and type basic information simultaneously
- Ability to accept and implement coaching and feedback in order to achieve individual and team performance goals
- Customer Focused for a positive customer experience and resolution
- Experience managing multiple demanding client relationships
- Continuous problem solving and process improvement

- Maintain accurate records and files
- Weekend and overtime work as required

We are an equal opportunity employer with policies prohibiting unlawful discrimination on the basis of any protected classification under applicable local, state and/or federal laws which include race, color religion, sex, national origin, sexual orientation, gender identity, disability status or veteran status, Alpha Baking Company, Inc. is an Affirmative Action/Equal Employment Opportunity Employer.

Required qualifications, skills and experience :

**Requirements** Specific Qualifications (items are required unless otherwise noted)

- High School Diploma or GED equivalent
- Previous experience in customer support, client services, sales, or a related field required.
- Excellent customer care and focus; ability to assess customers' needs and provide correct answer, path, troubleshooting, or method for a positive customer experience
- Ability to think fast, find answers, and respond quickly to customer

issues, all with a polite, empathic, and professional voice and manner

- Ability to multitask, prioritize, and manage time efficiently
- Excellent attention to detail
- Professional verbal, telephone and written communication skills
- Comfortable in a team-player role
- Creative problem solver who thrives when presented with a challenge
- Intermediate computer skills with the ability to navigate through multiple computer applications and experience specifically with Microsoft Office Suite
- Excellent time management and prioritization skills
- Ability to answer phone, listen actively, relay information, and type basic information simultaneously
- Ability to accept and implement coaching and feedback in order to achieve individual and team performance goals
- Customer Focused for a positive customer experience and resolution
- Experience managing multiple demanding client relationships
- Continuous problem solving and process improvement
- Maintain accurate records and files
- Weekend and overtime work as required

About us :

Alpha Baking Company, Inc., a national distributor of breads, rolls and buns, as well as sweet goods, was founded in 1979. Headquartered in Chicago, Alpha Baking has three production plants in Illinois and others in Indiana, Michigan, and Wisconsin. Alpha Baking's retail brands include S. Rosen's, MaryAnn, Natural Ovens Bakery, Kreamo, and Golden Hearth, with additional product sold under private label agreements and the Alpha Baking foodservice brand. Our broad array of products can be found in national restaurant chains, quick service restaurants, schools, institutions, major league sports franchises, national grocery chains and independent grocery stores.

EEO statement :

We are an equal opportunity employer with policies prohibiting unlawful discrimination on the basis of any protected classification under applicable local, state and/or federal laws which include race, color religion, sex, national origin, sexual orientation, gender identity, disability status or veteran status, Alpha Baking Company, Inc. is an Affirmative Action/Equal Employment Opportunity Employer.