

Job Description

Date	2026
Position	Customer Service Representative (CSR)
Reports to	Sales 2IC
Team	Customer Service / Sales

Overview

The primary purpose of this role is to deliver an excellent customer experience by ensuring the accurate and timely management of customer orders, deliveries, stock availability, pricing, and credit processes. The role requires effective use of Bidfood systems to support daily operations, resolve customer enquiries, and maintain strong customer relationships.

Key Responsibilities:

- Provide exceptional customer service via phone, email, and online platforms.
- Process customer orders accurately and efficiently using Bidfood systems.
- Respond to customer enquiries and resolve issues promptly or escalate where appropriate.
- Manage shared customer service email inboxes and ensure enquiries are actioned within required timeframes.
- Communicate daily out-of-stock (OOS) items to customers and offer suitable alternatives where available.
- Run and action daily reports, including Backorders and Orders on Hold.
- Maintain accurate customer, pricing, product, and order information.
- Process credits, customer pickup requests, and standing order changes in a timely manner.
- Record customer interactions, issues, and service events within BidIQ.
- Assist customers with myBidfood and other Bidfood systems and services.
- Promote branch specials, supplier promotions, and other sales opportunities where appropriate.
- Build and maintain positive working relationships with customers and internal stakeholders.
- Work collaboratively with Sales, Purchasing, Operations, Dispatch, and other departments to ensure customer expectations are met.
- Contribute positively to the Customer Services team and support colleagues as required.
- Undertake any other reasonable duties within the scope of the role as required.

Key Performance Indicators (KPI):

- Customer enquiries are responded to professionally and within agreed timeframes.
- Customer orders are processed accurately and on time.
- Daily OOS communication is completed promptly and accurately.
- Credits, pickup requests, and standing order amendments are processed within required timeframes.
- Shared inboxes are managed effectively, ensuring timely responses to customer enquiries.
- Bidfood systems are used accurately and efficiently.
- Strong working relationships are maintained with customers and internal departments.
- Opportunities to support sales growth and enhance customer service are identified and acted upon where appropriate.
- Positive contribution is made to overall team performance and branch objectives.
- Company policies, procedures, and service standards are consistently followed.

Bidfood Systems Used

- Realtime
- AMP
- BidIQ
- Dialpad
- Eroad
- myBidfood
- TNZ Messaging
- Choco
- Warehouse Management System (WMS)

Health and Safety

Under the Health and Safety at Work Act 2015 you are obliged to:

- Take reasonable care of your own health and safety, including reasonable care that others are not harmed by something you do or don't do.
- Follow reasonable health and safety instructions given by anyone at Bidfood, as far as you are reasonably able to.
- Cooperate with any reasonable Bidfood business policy or procedure relating to the workplace's health and safety.
- Ensure that all accidents, injuries near misses or hazards that occur at work or that affect your work are reported as soon as possible to your Supervisor/Manager or branch Health and Safety Coordinator.

Food Safety

- Bidfood has a HACCP based Food Control Plan (FCP), developed to meet the legal requirements of the Food Act 2014 and other Food Safety requirements
- You are responsible for following Bidfood's Food Safety requirements under the FCP. Please see the branch Food Safety coordinator for a copy of the FCP.
- You must immediately report irregularities or non-conformances using the standard operating procedure defined in the FCP.

Operating days & hours

Guaranteed minimum 40 hours per week

Monday to Friday, 8.00am to 4.30pm

In addition, rostered to work 1 in every 5 Saturdays

Flexibility to cover the 9:30am to 6:00pm shift when required to support team absences.

I accept this position and its accountabilities and I agree to use the systems, to meet the standards and to produce the stated outcome.