Job Description

Job Description For:

Date:

Position: Customer Service Representative

Reports to: Customer Service Manager

Roster: Full time

Company Vision
"Partner of choice for Auckland's foodservice"

Mission:
Delivering inspiration, innovation, creating culinary magic

Company Values

- Ownership – responsibility and accountability, we own it.
- Quality – in everything we do, be the best.
- Care – about our people and customers.
- People – people and teamwork drive our success.
- Passionate – in all we do

Overview:
The primary responsibility of this role is to provide excellent customer service to Bidfood customers, while maintaining high levels of accuracy when keying orders.

Functional Relationships:

- Purchasing team
- Despatch & Distribution team
- Account Managers & CSR team
- Key Account Coordinators

Key Responsibilities
Your primary objectives will be:

- Engage with all customers utilising exceptional communication skills to strengthen customer relationships and the brand image
- Respond to customer calls, including but not limited to keying phone orders, answering customer enquiries, dealing with issues raised and managing the resolution through to the natural end.
- Up sell products to customers through the use of relevant customer service promotions marketing plans, call cycles and Monthly Specials Catalogue.
- Key any email orders that come through and ensure all email orders are cleared by the end of your shift.
- Manage/action the tasks allocated or prioritised to you through the shared inbox.
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- Make outbound phone calls daily to sell through damaged stock lines to increase sales volume.
- Demonstrate competence in the use of Real-time, Workbench, Houdini, Mybidfood and Mybidfood App, Bidchat, and Dialpad, whilst having an understanding of MYBIDIQ and Multipick.
- Demonstrate a high level of understanding of food products and the application of.

Team Participation

- Actively engage and support a team culture of collaboration.
- Provide back up support for team members when required.
- Support and participate in team building and development opportunities.
- Be a role model for the Bidfood values, culture and expected behaviours at all times.

Additional Responsibilities

- Assist other staff with sundry duties as directed by your Manager. Sundry activities include, but are not limited to
    - Out of stock reporting to customers/late trucks advice to drivers.
    - Keeping customer information updated
    - Up skilling- ensure you are able to efficiently use Microsoft Excel and Word to analyse reports, or create letters and spreadsheets.
    - Ensure the utilisation of workplace training programmes. This includes product knowledge.
    - Support Account Managers escalations and investigations.
    - Key customer orders with a high level of accuracy and timeliness.
    - Provide product training, induction and systems support to other colleagues as required.
- Assist with company stocktakes when requested by your manager.

Key Performance Indicators

Your individual performance will be measured against the following criteria

- The number of keying error credits raised to be below 1% (the percentage is based on the number of credit lines versus the number of invoice lines keyed).
- Backorders are run at 10am and 3pm daily– 100% completion
- Multipick Host Maintenance 100% resolved and actioned by close of shift daily
- Calls, emails, and Bidchat are handled efficiently and within average times, to ensure the abandonment rate is kept to a minimum.
- Credits are 100% actioned and entered correctly within 24 hours
- Demonstrate outbound sales activity, achieving weekly targeted call numbers
- Customer Service Representatives are expected to identify and maximise sales opportunities in every customer interaction, including promotional, damaged, deleted and short-dated stock opportunities
- Zero negative feedback from customers due to phone etiquette.

Food Safety

- As per your Employment Agreement, ensure that you maintain the highest levels of food safety.
- Observe Company policies on personal hygiene, wounds and infectious illnesses.
- Ensure cleaning duties are performed as per section 8041 of the Food Safety Manual.
- Always maintain a high standard of dress, grooming and hygiene.

Time Management

- Ensure you are at work on time and ready to start your shift.
- Ensure high levels of time management are evidenced. This includes and will be measured against
- All tasks are completed within given time, and updates communicated effectively where necessary.
- Ensure your Manager is notified of any absence due to sickness and or any other reason prior to the agreed commencement time.

Health & 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.

Other Duties

- Assist with any other reasonable duties as directed by your supervisor/manager

The organisation recognises that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems; operate quicker and more efficiently at the job they hold. This will free up time that could be used to develop and enhance the skills, knowledge and abilities of the employee. As a consequence of this, and because the organisation is interested in developing each employee to their full potential, each employee, will from time to time, be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and his/her immediate manager, and the decision to allocate them will be taken jointly.

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



Signature: _____

Date signed: _____