

Job Description for

Date	2024
Position	Customer Service Representative (CSR)
Reports to	Sales 2IC
Team	Customer Service / Sales

Overview

The primary responsibility and purpose of this role is to improve the customer experience across the key areas for our business including customer orders, customer deliveries, stock accuracy, correct pricing and credits procedures.

Key Responsibilities:

- Manage Inbound & Outbound calls for customers in order to sell and up sell the company's products.
- Assisting customers to resolve queries, or directing them to the appropriate person/department.
- Monitor and manage the assigned email boxes.
- Enter orders into Realtime.
- Manage the daily out of stocks (OOS), by communicating with customers and offering substitutes where relevant.
- Running of reports:
 - Backorder Report – allocating stock that has arrived into branch, advising customers of ETA's and Manufacturer issues, and buy-in products.
 - Orders on Hold Report – releasing orders that have gone on hold
- Using BidIQ to log events.
- Familiarise yourself with myBidfood to be able to assist customers with any queries.
- Process Pick Up Requests in a timely manner.
- Assisting with capturing of Credits, and processing within the timeframe.
- Setting up or amending Standing Orders.
- Helping with up selling of branch promotions, which may come from Supplier Promotions, Non-reorder lines or Short Dated stock.

Key Performance Indicators (KPI):

- Completion of OOS Report
- Answering of inbound calls
- Actioning and /or responding to emails that comes into the shared email boxes.
- Helping with outgoing phone sales
- Being a team player and working closely with the rest of the CSR Team.

- Working closely with other departments (Sales, Purchasing, Despatch, Operations).
- The use and knowledge of systems
 - Realtime
 - AMP
 - BidIQ
 - Dialpad
 - Eroad
 - myBidfood
 - TNZ Messaging

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.

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: _____