

Bidfood– Job Description

Sales Department

Position Title:	<u>Customer Service Representative</u>
Reports To:	<u>Customer Experience and Administration Manager</u>
In Absence of Above:	<u>Commercial Manager</u>
Location of Employ:	<u>54 and 197 Glenda Drive, Queenstown</u>
Hours of Work:	<u>8:30-17:00 or 06:00-14:30</u>
Days of Work:	<u>5 days as per the roster</u>
Responsible For:	<u>Achieving Expected Results</u>

Company Vision

“We will be the very best foodservice distributor by being innovative and responsive to the interest and continued success of our customers, which in turn will provide for the success of our co-workers, suppliers and community”

Position Summary

To process and invoice customer orders, maximise sales opportunities and resolve any customer concerns or complaints. To check My Bidfood orders and process manuals, credits, standing orders and out of stocks. To register new My Bidfood customers and to assist with general office duties.

KEY RESPONSIBILITIES AND EXPECTED RESULTS:

KEY RESPONSIBILITY	EXPECTED RESULT
Providing a friendly, helpful, efficient and personalised service to customers that maximises sales opportunities for the business	<ul style="list-style-type: none">• Orders are correctly entered and dispatched so that accurate invoices are generated• In-bound calls are answered promptly• If a call does go to answerphone the answerphone is checked and cleared promptly• Orders are entered into Real time by the specified run cut-off• Visitors are greeted and orders processed as per procedures• Any visitors passing beyond the office sign in as per H&S procedures• Positive feedback about the CSO’s service is received from customers and Account Managers• Completes a fair share of workload including order processing via customer calls, emails, fax orders, My Bidfood processing, out of stock processing• Any complaints are resolved to the customer’s satisfaction or referred to more senior staff for assistance• My Bidfood is checked regularly and any on hold orders are cleared• My Bidfood registrations are processed and every opportunity is used to increase customer uptake of My Bidfood

	<ul style="list-style-type: none"> • Buy in or back order requests are placed on the back order spreadsheet as per the procedure • Manuals and credits are accurately processed and errors are identified • As delegated out bound calls are made to customers to request their orders or advise on special offers • Customer feedback is passed onto other areas and managers • Manager feedback is positive regarding accuracy of work and equal contribution to processing the workload • Any queries or concerns are noted for the next shift CSO • Proactively looks for work and new learning opportunities
Develop and maintain up to date product knowledge	<ul style="list-style-type: none"> • Through observation, questioning the team, attending Bidfood internal training courses and checking new products on My Bidfood, product knowledge is current and all client enquires and requests are effectively responded to • Awareness of key suppliers and demonstrating understanding of their importance to the organisation • Resources such as cuisine magazine, reading food related blogs are used to further enhance product and industry knowledge
Completing office administration	<ul style="list-style-type: none"> • Work space clearly displays current vital information such as run sheets, staff contact lists, buy-in products • Drawers are stocked with essential stationary such as envelopes, complementary slips, pens, stapler, highlighter etc. • Computer screen, keyboard, phone/ headset are regularly cleaned • Filing is accurately completed • Office is kept clean, tidy and well organised
Provide assistance in other areas as required	<ul style="list-style-type: none"> • Assistance is provided in the training and support of new staff members • Especially when quieter assistance is provided to other areas where possible • Customer information and office procedures are passed onto other relevant staff • Staff meetings are attended and ideas for improvements or any concerns are communicated
Complies with Health & Safety at Work Act 2015, Food Handling and other relevant legislation	<ul style="list-style-type: none"> • Ensure understanding and compliance with the safe use of plant and equipment and adhere to all company policies and procedures including use of vehicles • Any health, safety, security hazards and accidents reported through the appropriate reporting and action methods • Being fully conversant and compliant with company and department H&S procedures, Food Safety Programme, policies and directives • Any security issues or customer / staff privacy concerns are reported to 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.

PERSON SPECIFICATION CUSTOMER SERVICE TEAM MEMBER

	ESSENTIAL	DESIRABLE
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Educational/Technical Qualifications	•	• Equivalent of NCEA Level 1 English and Maths and / or computing qualification
Work Experience	•	• Previous customer service or office experience • Food product knowledge
Interpersonal Skills	<ul style="list-style-type: none"> • Consistently portrays a positive impression and achieves desired outcomes by communicating effectively orally with a wide range of people despite language and other difficulties • Displays a high level of self motivation, goal orientation, energy levels and desire to receive excellent customer feedback • Displays creativity in display of produce • Displays flexibility to meet the needs of the business • Prioritises tasks to meet deadlines to agreed standards whilst being flexible and adapting to changing demands • Autonomously identifies needs and proactively works towards an effective solution gaining cooperation from others as required • Remains calm, productive and focused in pressured situations achieving desired outcomes and maintaining positive relationships • Displays a high level of integrity, honesty and reliability resulting in effective internal and external relationships • Applies effective systems and checklists to ensure details are not overlooked • Displays a passion for learning and improving product knowledge and sales ability 	
Technical Skills	• Accurate Data Entry ability	• Basic knowledge of MSW

Agreed by: Customer Service Team Member Name _____

Customer Service Team Member Signature _____ Date _____

Customer Experience and Administration Manager _____ Date _____