



Position	Customer Service Representative
Reports to	Customer Service Manager
Hours	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 every thing we do, be the best.
- Care – about our people and customers
- People - people and team work 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 and Distribution team
- Account Managers and Telesales
- 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 customer orders with a high level of accuracy and timeliness.



- Print and key any fax/email orders that come through on the E Fax system. Ensure all fax/email orders are cleared by the end of your shift.
- Manage customers order exceptions, such as Can't Finds (CF), Out of Stocks, (OOS), Back orders, late services and amendments.
- Manage/action the tasks allocated or prioritised to you through the shared inbox. Make outbound phone calls (during down time) to increase sales volume.
- Demonstrate competence in the use of Real-time, Workbench, Houdini, Mybidfood and Mybidfood App, Bidchat, and Shoretel, whilst having an understanding of MYBIDIQ.
- 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.

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.

Additional Responsibilities

- Assist with company stock-takes when requested by your Manager.
- 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.
- Provide product training, induction and systems support to other colleagues as required.
- Support Account Managers escalations and investigations.



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.

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.

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).
- Calls, emails, and Bidchat are handled efficiently and within average times, to ensure the abandonment rate is kept to a minimum.
- First response rate - When logged into the phone queue calls are answered at a rate at/or below the team average, (set monthly)
- Demonstrate outbound sales activity; achieving weekly targeted call numbers
- Idle time is managed to a maximum of 2.5 hours per week
- Achieve a 10% upsell rate of lines entered per month or better of orders keyed
- Zero negative feedback from customers due to phone etiquette.

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 meet the standards and to produce the stated outcomes.

Signature: _____

Date signed: _____