**Job Description**

**Position:** Cadet – Sales Support / Customer Service / Administration
**Reports to:** Sales Manager / Customer Service Supervisor
**Location:** Hamilton Waikato

**Company Vision**

“To be the most trusted and responsive fresh produce distributor by delivering quality, service, and value to our customers, while supporting the success of our team, growers, and community.”

**Core Values**

* Respect
* Trust
* Loyalty
* Integrity

**About the Role**

This cadetship is a unique opportunity for a motivated individual to gain hands-on experience across the core functions of a fresh produce distribution business. While the primary focus will be on customer service and administration, the role also offers exposure to sales support, operations, and creative marketing initiatives.

You’ll be supported by experienced team members and encouraged to contribute ideas, learn systems, and develop a strong understanding of how the business operates — from paddock to plate.

**Key Responsibilities**

**Customer Service & Sales Support**

* Respond to customer enquiries via phone, email, and online platforms.
* Accurately enter orders and assist with product recommendations.
* Support Account Managers with quotes, pricing updates, and order templates.
* Build rapport with new customers and assist with onboarding and handover processes.

**Administration & Reporting**

* Maintain and update customer records and order forms.
* Assist with generating sales reports and promotional analysis.
* Help manage shared inbox tasks and ensure timely follow-up.
* Liaise with internal teams to ensure smooth order flow and delivery coordination.

**Creative & Marketing Support**

* Contribute ideas for seasonal promotions and customer engagement.
* Assist with social media content creation and scheduling.
* Support marketing campaigns and help track engagement metrics.
* Collaborate with the team to enhance brand visibility and storytelling.

**Skillset to Succeed**

To thrive in this cadetship, you’ll bring:

* **Attention to detail** – ensuring accuracy in orders, data, and communications.
* **Multitasking ability** – juggling multiple priorities in a dynamic environment.
* **Comfort in fast-paced settings** – staying calm and focused under pressure.
* **Team spirit** – working collaboratively and supporting others.
* **Strong communication skills** – clear, professional, and customer-focused.
* **Problem-solving mindset** – proactive in resolving issues and finding solutions.
* **A love for fresh fruit and vegetables** – bringing enthusiasm and product passion to the role.
* **Creativity** – contributing ideas for marketing, promotions, and customer engagement.

**Learning & Development Focus**

* Gain exposure to key business systems (e.g., ERP, CRM, inventory tools).
* Develop product knowledge and understanding of supply chain operations.
* Participate in team meetings, training sessions, and cross-functional projects.
* Learn the fundamentals of food safety, compliance, and customer experience.

**Key Performance Indicators (KPIs)**

* Accuracy and timeliness of order entry and customer communications.
* Contribution to marketing and promotional activities.
* Engagement in training and development opportunities.
* Positive feedback from customers and internal teams.

**Health & Safety**

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

* Take reasonable care of your own health and safety and that of others.
* Follow all health and safety instructions and policies.
* Report any accidents, injuries, near misses, or hazards promptly.

**Food Safety**

* Comply with the company’s Food Control Plan and hygiene standards.
* Report any food safety irregularities or non-conformances immediately.
* Maintain high standards of personal hygiene and grooming.

**Other Duties**

* Assist with stock takes and recounts as directed.
* Support other departments with reasonable tasks as required.
* Be open to learning and contributing across different areas of the business