

Employer: ALL SEASONINGS INGREDIENTS, INC.

Job Title: CUSTOMER SERVICE REPRESENTATIVE – Full Time

Reports To: VICE PRESIDENT – SALES & MARKETING

JOB SUMMARY/DUTIES & RESPONSIBILITIES:

At All Seasonings Ingredients, Inc. a Customer Service Representative (CSR) will perform a variety of important functions as part of the overall relationship management of the Company's customers. More specifically, the CSR will accept, process and manage incoming customer product orders with a focus on preserving the Company's industry leading customer service standards while ensuring accuracy and efficiency. The CSR will manage large amounts of incoming calls and emails containing customer inquiries while working within the team to deliver time sensitive pricing and market reports. The CSR will also be responsible for providing general administrative support to include, but not be limited to; filing, mailing and document scanning.

The successful candidate will be one who understands and delivers a high level of customer service, has strong interpersonal and analytical skills, is patient and flexible and effectively adapts to change. One who is a highly focused professional with excellent communication and time management skills.

MINIMUM QUALIFICATION STANDARDS

- Education/Experience: College degree (Associates OR Bachelors) is preferred. In lieu of a college degree, three to five years of related Customer Service experience is preferred.
- Proficiency with the Microsoft Office suite of products (Excel, Word, PowerPoint, Outlook)
- Previous experience with Sage (MAS90) strongly desired

PHYSICAL ACTIVITIES AND REQUIREMENT

- Light mental and visual attention required for performing work where there is some variety. Work requires detailed coordination with other Departments.
- High mental attention required for performing highly routine tasks that require concentration while working with numbers, calculations, specifications and customers, or while listening to heavily accented speech.

MENTAL AND VISUAL REQUIREMENTS

The physical demands described here are representative of those that typically may be faced by an individual in performing the essential functions of this position.

While performing the duties of this position, the employee is infrequently required to sit, stand, walk, climb stairs, use hands to finger, grasp, type, talk, hear and perform repetitive motions. The individual is frequently required to push and pull using 10 lbs. of force.

ENVIRONMENTAL CONDITIONS

While performing the duties of this position, the employee is regularly exposed to typical inside office environment which may include strong aroma of spices.

Occupational Hazards

Personnel with food allergens are in risk. Employees should report any food allergies to Human Resources.

EMPLOYER'S DISCLAIMER

- **All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.**
- **This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Furthermore, the company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.**
- **This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.**