



CUSTOMER SERVICE REPRESENTATIVE/RECEPTIONIST

BiRite Foodservice Distributors is a third generation, family-owned company that offers you a Complete Foodservice Solution. We offer unsurpassed service to all areas of foodservice throughout the greater Bay Area and Sacramento. Since 1966 we have focused on being the best foodservice partner in the Bay Area. We remain committed to serving *our* community with quality products, timely deliveries, and competitive pricing.

The Customer Service Representative is responsible for answering all incoming calls, emails and fielding customer questions pertaining to the order process and general company information. The Customer Service Representative will provide exceptional customer service and support to customers by actively listening, addressing the customer's needs and resolving any issues in a timely manner. The Customer Service Representative will report to the Customer Service Lead.

Major Duties and Responsibilities:

- Answer incoming customer calls.
- Process and do maintenance (add-ons, deletions, and substitutions) on customer orders to ensure the customers orders are sent correctly and on time.
- Provide coverage when needed to sales representatives.
- Respond to inquiries from customers regarding past, current and pending orders.
- Process sample requests for sales staff.
- Process will-call orders for customers and sales team.
- Communicate with sales staff as necessary about customer delivery times.
- Research, print and email copies of past invoices as needed.
- Refer prospective customers to the sales manager.
- Answer multi-line telephone systems to assist with sales inquiries and directing calls to appropriate staff.
- Perform in-person receptionist duties such as greeting customers and clients.
- Assist current and prospective customers with products and ordering.
- Perform data entry and produce invoices.
- Other tasks as assigned by Customer Service Lead.

Qualifications and Requirements:

- 2 years of related customer service experience, preferred.
- Food service experience is a plus
- Proficient in Google sheets, docs and drive.
- Knowledge of Zendesk, Powersell and AS400 platforms is a plus.
- Excellent communication and interpersonal skills.
- Outstanding time management and organizational skills.
- Work collaboratively with the CS team and other departments.
- Able to plan, prioritize and multitask under high pressure in a fast paced environment.
- Strong problem-solving and decision-making abilities.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Frequently required to use hands and fingers to operate a computer keyboard, mouse, and telephone keyboard, and talk or hear.
- Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.
- Time Speaking and Listening: 80% - 100%.
- Concentration: Constant.

Working Conditions:

- Ability to remain calm and courteous under pressure, navigate tense situations and communicate professionally with persons of all backgrounds.
- Work may be repetitious, stressful and with little time in between calls.
- Will work in a cubicle in close proximity to other customer service representatives.

Salary Range: \$20 - \$24 DOE

Schedule: Full Time, Regular, Non-exempt

Shift: Monday - Friday 8 am to 5 pm

***** BiRite is an Equal Opportunity Employer *****