



Special Touch
B A K E R Y
SPECIAL TOUCH BAKERY, INC.
-VACANCY NOTICE-
POSTING PERIOD: 02/13/2018 – 02/27/2018

Applications are being accepted for the position listed below during the Posting Period and beyond if not filled within 2 weeks of the end of the posting date.

POSITION: CUSTOMER SERVICE/ORDER ENTRY

WHEN: Immediate

HOURS: Full-Time/Non-Exempt

DESCRIPTION

In this role, you will provide service and support to our customers, sales representatives and sales team. You should have a passion for providing excellent customer service and enjoy working in a fast-paced environment.

RESPONSIBILITIES:

- Effectively process all incoming calls in a professional, friendly and timely manner
- Communicate with customers to resolve problems and concerns in a courteous, professional and timely manner
- Provide all customers with consistent, quality service in accordance with company procedure
- Enter and process orders
- Make sales calls to existing customers
- Expedite orders with Production and Shipping
- Perform order entry and EDI downloads and transfers
- Be proactive in communicating with customers regarding problems and delays
- Support sales team
- Must be sensitive to the cultural diversity of others and facilitate trusting relationships and partnerships with board members, vendors, and co-workers.
- Other duties as assigned

QUALIFICATIONS

Must have exceptional interpersonal and organizational skills. Must be proficient in Microsoft Office applications and Outlook. Must have effective communication/comprehensive skills-verbal and written; ability to add, subtract, multiply, and divide in all units of measure; basic typing and number pad data entry skills; ability to function independently and multi-task

EDUCATION and/or EXPERIENCE

Related Associate's Degree or equivalent work experience preferred. Minimum of 2 years Customer Service experience in a Sales driven customer service organization required.

Please send cover letters and resumes to: Employment@holychildhood.org