



Official Title: Carb Service Representative
Department: Administration
Reports to: Office Manager

Primary Objective

Under direction of the Office Manager, the Carb Service Representative enthusiastically engages with company accounts (existing and potential) via phone and email, answers inquires timely, supports outside sales, conducts office filing, answers phones, inputs daily orders, enters and applies credits/returns, additional duties as needed.

Job Functions and Responsibilities

- Takes telephone and e-mail orders, answers telephone calls promptly and places telephone orders accurately as a first priority above all other duties
- Inputs daily emailed orders, conducts daily phone call orders to specific accounts
- Applies best service standards to all interactions
- Runs daily sales reports and processes daily credits
- Works closely with the operations coordinator on Flexibake matters with concern to products as well as account matters with concern to routes/delivery
- Achieves sales goals and quotas for products
- Distributes promotional material and emails to clients
- Processes daily check receipts and entering receivables
- Additional duties as assigned

Required Skills and Abilities

- High School Diploma or General Education Degree
- Fast and accurate data entry skills
- Type at least 30 WPM
- Computer literacy
- Excellent telephone skills and customer service standards
- Detail oriented
- Flexibility to work in an ever-changing environment

Knowledge Of

- Telephones, computers
- Microsoft Office Suite

NOTE:

The essential job functions, responsibilities, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the incumbent in this position may be required to perform. The Company reserves the right, at its sole discretion, to revise this job description at any time and to require the incumbent to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change. This job description in no way creates an employment contract, implied or otherwise, and each employee remains, at all times, an "at will" employee.