



**Official Title:** Cake Concierge & Inside Sales Representative

**Department:** Administration

**Reports to:** Office Manager

### **Primary Objective**

The Cake Concierge & Inside Sales Representative plays an important role in the overall success of the company while having an objective to support accounts and guests through the sales of products and services offered by the company, including custom cakes and wedding cake offerings.

### **Job Functions and Responsibilities**

- Has the knowledge and ability to explain the bakery products and services in detail (including cakes, wedding cakes, breads, desserts, morning pastry, Danish, muffins and more), application of product, how best stored and ingredients
- Listens to guests specific requests and helps design cakes to their specifications
- Services existing accounts and supports new accounts by building rapport
- Acts as a liaison between operations and accounts/guests regarding their orders
- Consults with operations on storage, care, preparation, baking and dispensing of finished products
- Communicates requirements concerning delivery times and other specifics to operations
- Learns comprehensive knowledge of all product offerings
- Related work as required

### **Employment Guidelines**

Knowledge of:

- Methods, practices and terminology used in food establishments
- Methods and techniques of preparing and baking quality bakery products, especially custom cakes and wedding cakes
- General mathematics, including fractions and percentages

Ability to:

- Communicate via telephone and email
- Learn products and systems (order entry software)
- Follow oral and written directions
- Keep accurate written records
- Keep regular schedules and performs unscheduled tasks
- Works cooperatively with others as part of office administration team
- Be creative in assisting guests with their custom cake orders, including wedding cakes

Required Skills and Abilities

- Outgoing and personable, always with a smile and energetic greeting
- Capacity to understand the Costeaux brands and represent them well to existing and new accounts
- Creative, flexible, motivated, self-driven



- Stellar service, people, persuasion, and presentation skills
- High school diploma or General Education Degree
- Computer and technology literate (CRM tools, social media, Microsoft products – Outlook, Word, Excel)
- Varied experience in sales. An equivalent combination of training, education and/or experiences, which demonstrates the potential ability to perform the duties outlined
- Excellent skills in communication, organization, prioritization, memorization
- Bilingual preferred (English/Spanish)

**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.