



# Customer Service Representative (CSR) Job Description

**Division/Department:** Sales

**Reports to:** Director of Sales

**Level/Grade:**

**Type of position:**

Full-time     Contractor  
 Part-time     Intern

Exempt  
 Nonexempt

**General Description:**

To assist the Key Account Manager in increasing and maintaining the sales of Southern's customers with our product lines and marketing programs. To provide OUTSTANDING sales and customer support as needed.

**Duties:**

- Answer phones in a timely and prompt manner.
- Get information to provide customers with answers on their FIRST phone call.
- Ensure that all the accounts have a satisfactory completion of orders and prompt follow-up regarding complaints, problems while maintaining P.A.C.A. regulations.
- Develop and maintain a thorough working knowledge of Southern's product lines, availability, pricing of product and become aware of the produce industry in general.
- Provide assistance and support to the sales team by processing invoices, faxes, emails and EDI transmissions.
- Provide general support to assigned KAM(s) by answering phones, processing orders, booking ground and air transportation other administrative support as needed.
- Check orders with transportation companies for on time pickup and delivery.
- Acts as liaison between the Sales, Warehouse, Accounting and Procurement Departments.
- Work a rotation of Saturday mornings, as assigned.
- Process all credit memos, returns and rejections for KAM, open the credit memo, attaching all needed documents and processing all settlements.
- Prepare certificates (COS, Phyto, etc) and work orders as needed for each order.
- Keep all contracts sent to me by KAM's for record keeping.
- Keep all ads sent to me by KAM's for record keeping

**Work experience requirements:**

Must have a proven track record of SUPERIOR customer service experience. Position requires a computer literate candidate with an aptitude for Windows applications and the ability to pick up tasks quickly. Candidate must have the ability to take initiative and have strong daily multi-tasking and prioritizing skills. Overall good judgment/business savvy and a resourceful nature are key. Must be motivated, goal oriented self-starter and team player with **excellent** interpersonal and phone skills.

**Education Requirements:**

High School diploma or equivalent. Minimum typing speed of 60 wpm, completion certificate of Excel and Powerpoint training.

**Employee Name:**

**Employee Signature:**

**Date of Hire:**

**Date Signed:**

**Dept. Manager Name:**

**Dept. Manager Signature:**