



Valley Wine Warehouse

Job Description

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| Job title | <i>Customer Service Representative</i> |
| Reports to | <i>Customer Service Manager</i> |

Job purpose

The basic function of the Customer Service Representative is to be the primary contact with customers and to advocate on behalf of the customers to ensure company services meet customer's needs.

Duties and responsibilities:

- Onboard new customers
- Process customer orders into the AMS system
- Investigate and resolve all mis-shipments reported
- Coordinate customer's special projects with special projects manager
- Educate customers on company policies and procedures
- Monitor and resolve aging orders
- Send customer monthly breakage reports
- Communicate with customers regarding outstanding invoices and account holds

Qualifications:

- Ability to interact well with customers and project a positive helpful demeanor
- Strong communication skills (verbal and written)
- Comfortable with Microsoft Outlook
- Adept at professional email correspondence
- Problem solver
- Time management skills

Working conditions: office environment, standard office equipment

Physical requirements: required to sit for long periods of time, constant use of fingers/hands, required to see, talk and hear

If you are interested in this position, please send your completed resume to:

Jane Neill, Customer Service Manager
Valley Wine Warehouse
JaneN@ValleyWineWarehouse.com