



Bay State Milling Job Description

Job Title: Customer Service Representative
Location: Indiantown, FL
Department: Admin
Reports To: Customer Service Manager
FLSA Status: Salary - Nonexempt
Date Revised: 7/3/2019

SUMMARY

The primary purpose of the Customer Service Representative (CSR) is to coordinate customer account information among sales, Core Milling operations, corporate office and the mill with which they are assigned. In addition, the CSR will provide customers exemplary service by accurately processing orders and invoices, ensuring delivery of product as requested and responding timely and accurately to customer requests and or concerns. The CSR is accountable to ensure compliance with all applicable legal and regulatory requirements in accordance with established company policies and procedures while maintaining the highest levels of safety, quality, and productivity. This position requires an individual who enjoys a high energy, high output work environment and thrives on teamwork.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

Perform all tasks safely and efficiently.

1. Provides day to day administration and support of sales group, as well as functions as a liaison between field sales personnel and internal operations.
2. This position provides a service to customers to communicate to the mill directly and get a confirmed ship date for their order request and maintain effective customer relationships for ongoing service enhancement and quality.
3. Coordinate the customer's needs with our ability to ship. This service is the focal point of inquiries which require immediate action and follow up with problems pertaining to product availability, shortages, invoicing and both scheduled and inadvertent production changes.
4. Generates accurate and timely daily customer delivery schedules for internal mill operational requirements and external carrier logistics.
5. Provides timely and accurate documentation to customers requiring special or non-routine documentation and or processing requirements.
6. Maintains accurate and real time customer contact information within the applicable information system.
7. Maintains accurate and real time customer specific requirements and documentation needs within the BSM ERP system.
8. Processes information timely and accurately relative to customer rejections, returns, complaints and problem shipments into the appropriate reports, databases, email, etc. Escalates issues to the appropriate BSM resources.



9. As needed, will process new contracts including hedging and administration of the contract for house accounts by direction from the Customer Service Manager and/or the Commercial Manager for Core Milling.
10. As needed, will support existing contracts including: rollovers, cancellations, maintaining contract balances (debits/credits), databases and reports (shipped not invoiced, not applied contracts).
11. Communicates customer contract balances to customers via phone, fax, or email at intervals dictated by particular customer's needs. (i.e. Daily or semi-weekly).
12. Back up to the Administrative Assistant and where appropriate the Customer Service Manager.
13. This job has a broad base of duties and a widely fluctuating work load. This position is one of high visibility due to daily contact with customers, sales and mill office and production personnel.
14. Timely and accurately organizes and files BSM required documents

NATURE AND SCOPE

1. Processes flour orders from customers in a timely and efficient manner, where appropriate, positioning the orders in the mill schedule and confirm the ship and delivery date with the customer.
2. Schedule flour orders for delivery on a daily basis and provide delivery schedule to trucking company.
3. Work in close coordination with the Customer Service Manager and when appropriate the Sales Representative informing them on relevant developments pertaining to orders and flour contract position. It is important to the success of the business that sales personnel and customer service function as a team.
4. Communicate to the mill personnel any changes in customer's requirements or anticipated increased or decreased usage.
5. Set up as a standard, for each customer, special handling requirements (pallet exchange, pallet jacks, etc.) or information that needs to be provided with each load (lab analysis, loading order, etc.).
6. Notify customers in advance of any changes in product, volume or delivery schedule.
7. Provide customers with an appropriate notice of shipment confirmations, accurately process all flour bookings into flour contracts and maintain contract balances, application prices and all other contract records. Be coordinated with Sales as to who will hedge the flour sale with the Grain Desk.
8. Have orders and flour contracts set up in the computer system so orders can be invoiced promptly, as soon as they are shipped.
9. Provide customers with purchase order or release numbers on their invoices or any other information they may need, to pay them promptly.
10. Manage the variety flour inventory at the mill which would include monitoring warehouse movement and placing orders with the supplying mill.



DIMENSIONS

Primarily, taken care of on one shift; however, extra hours are put in as the need arises.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

1. High school diploma with one or more years related experience and/or training.
2. Must be able to type with ability to utilize computer programs including word processing, performance appraisal program, spreadsheet applications such as Lotus, and DBC and be able to utilize the e-mail system.
3. Proficiency in Word, Excel, Power Point, Windows applications is required. Must have familiarity with most types of modern office equipment including copiers, computers, phones and fax machines.
4. The position requires the need to function in a team environment and interact with all levels of the organization.
5. Experience with ERP business system such as SAP or Microsoft Dynamics is strongly desired.

LANGUAGE SKILLS

Employee must have the ability to speak, read, write, and comprehend instructions and documentation in the English language. Bilingual preferred.

MATHEMATICAL SKILLS

Must have the ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals, as well as, ability to compute rates and percentages.

OTHER SKILLS AND ABILITIES

Must have the ability to analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to interpret a variety of instructions furnished in written, oral, and diagram or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Ability to utilize computer programs including e-mail, word processing, and spreadsheet applications such as Excel, and order entry system. In addition, the ability to review process and determine best approach or fix/solutions to increase efficiency in the role.

SAFETY

While performing the essential job functions, the employee is expected to work in a safe manner and follow company policies regarding safety. It is the expectation and responsibility of the employee to report any and all injuries immediately to the supervisor, and to report to



supervision any safety situation that the employee feels is substandard and poses a risk for employee injury, property damage, or loss.

TEAMWORK

Must have team building skills; also, must have ability to work independently and cooperatively across functions.

DEPENDABILITY

Follows through on tasks; requires minimum supervision and follows instructions and procedures. Arrives at work on time; follows Company policies on vacations, leaves, etc. Observes Company rules; completes tasks within deadlines.

OTHER SKILLS AND ABILITIES

Strong relationship building skills with a focus on customer support, communication, and team building.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Willingness to cooperate with peers to accomplish work assignments and maintain effective working relationships; demonstrate respect and consideration for others' opinions; contribute to the overall task of the team. Will follow Company policies, procedures and work rules. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel objects, tools, or controls; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

FOOD SAFETY/SECURITY REQUIREMENTS

The company is committed to producing and delivering defect-free products. To ensure this, all employees are required to be trained on and adhere to the Good Manufacturing Policies set forth by the Company as they pertain to personnel practices, equipment, and facilities. It is also vital that all employees be aware of their work environment and prevents any accidental or intentional adulteration of products produced at this facility.