



Bay State Milling Job Description

Job Title: Customer Service Manager
Location: Winona, MN
Department: Sales
Reports To: Director of Sales
FLSA Status: Salaried, Exempt

SUMMARY

The primary purpose of the Customer Service Manager position is to lead and manage thru facilitation and coordination within the customer service department. This position will be accountable for ensuring the customer service representatives execute customer account information among sales, mill operations, corporate office, and the mill with which they are assigned. In addition, the CSM will ensure the CSR provide customers maximum service consistent with costs, by accurately processing orders and invoices and by ensuring delivery of product as requested. Satisfying the customers service needs, takes precedence over all other responsibilities 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 management for day-to-day administration and support of customer service group, as well as functions as a liaison between field sales, territory sales and internal operations.
2. Collaborate cross functionally with Management, Sales & Marketing, R&D, Operations, QA, Transportation, and Finance to create enterprise customer awareness and deliver relevant, timely and profitable customer solutions that create and optimize value.
3. Accountable for the coordination of the customer's needs with our ability to ship. This accountability is the focal point of inquiries which require immediate action and follow up with problems pertaining to product availability, shortages, and invoicing.
4. Facilitates the Customer Service Group or Territory Sales Manager/Representative or Regional Sales Manager to process information relative to customer rejections and problem shipments into the appropriate reports, databases, email, etc..
5. Oversees as needed, the process of new contracts including hedging and administration of the contract for all sales related activity.
6. Manages the Customer Service Groupe support for existing contracts including rollovers, cancellations, maintaining contract balances (debits/credits), databases and reports (shipped not invoiced, not applied contracts)
7. Back up to the Customer Service Representative or Sales Support Manager, or Territory Sales Representative, or Regional Sales Manager.



8. This job has a broad base of duties and a widely fluctuating workload. This position is one of high visibility due to daily contact with customers, sales and mill office and production personnel.

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.

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 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 AND QUALITY REQUIREMENTS

The Company is committed to producing and delivering defect free products that follow all applicable legal and regulatory requirements and are of the highest levels of food safety, quality and productivity. To ensure this, all employees are required to be trained on and adhere to the FDA Current Good Manufacturing Policies as 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 prevent any accidental or intentional adulteration of the products produced at the facility.