

# **BI-LINGUAL (ENGLISH & SPANISH SPEAKING)**

# **SALES TRAINEE / CUSTOMER SERVICE REPRESENTATIVE**

Join our staff and come grow **with Quaker Valley Foods,** a refrigerated food distributor located in Northeast Philadelphia, as our **Bilingual Sales Trainee/Customer Service Representative**. We have an immediate opening for someone who is proficient in Spanish and English.

Recent college grads welcome to apply!

This opportunity is for someone with energy and personality to support a large, multi-cultural sales and buying team.  The sales trainee/customer service representative will primarily assist in receiving and processing customer orders on a daily basis and entering them into the data entry system. The ability to effectively communicate over the phone is vital.  This position requires inter-departmental interaction, working with the credit, transportation and operation departments.  An extensive hands-on training program is provided.

**Specific Duties will Include:**

* Respond to customer phone inquiries in a prompt, courteous and concise manner
* Answer customer questions and assist in problem resolution
* Enter customer orders with accuracy and assure customer satisfaction
* Communicate customer requests to members of sales staff
* Assist the credit department in account set-up and customer billing
* Assist the sales and credit department with billing, return and collections issues
* Assist the transportation department with late orders and delivery issues
* Assist the sales department with communicating new items and pricing to customers
* Prospecting and opening targeted new business
* Account management
* Continued development of existing business

**Desired Skills and Experience:**

* College Degree preferred.
* Excellent verbal and written communication skills
* Attention to detail, and the ability to multi-task and manage productivity
* Knowledge of food industry preferred
* Proficient in Microsoft Word and Excel
* Ability to work a flexible schedule

**Please send your resume WITH SALARY REQUIREMENTS to:** **careers@quakervalleyfoods.com****.**

Resumes without salary requirements will not be considered.

We are a drug-free workplace; criminal background checks are run on all potential candidates. No phone calls, please.

EOE