



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