



2701 Red Lion Road
Philadelphia, PA 19154
215-992-0900

Bilingual Sales Assistant (Mandarin)

Job Type:

- Full-time

Number of hires for this role:

- 1

Qualifications

- Bachelor's (Preferred)
- Sales Experience: 1 - 3 years (Preferred)

Full Job Description

Join our staff and come grow **with Quaker Valley Foods**, a refrigerated food distributor located in Northeast Philadelphia, as a **Bilingual Sales Assistant**. We have an immediate opening for someone who is proficient in English and Mandarin. *Proficiency in Cantonese is a bonus.*

This opportunity is for someone with energy and personality to support a large, multi-cultural sales and buying team.

Position Summary: The Bilingual Sales Assistant performs a variety of duties assigned by the Sales Department Director which includes supporting our sales and marketing functions, customer service, and a variety of administrative tasks. The Sales Assistant will assist in receiving and processing customer orders on a daily basis and entering them into the Power Enterprise 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.

Responsibilities:

- 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.
- Assist the credit department in account set-up and customer billing.
- Assist the sales and credit departments 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.



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- Prepare and circulate daily and weekly reports as needed.
- Update and maintain a supply of sales forms as needed.
- Create re-bills from incorrect invoicing to customers.
- Work in a refrigerated Warehouse with the Inventory Control and Receiving Departments to verify products.

Requirements:

- Fluent in English and Mandarin. *Fluency in Cantonese is a bonus.*
 - 1-3 years of sales, purchasing or marketing administrative experience.
 - 1-3 years of experience preparing Excel and Power Point documents.
 - College graduate with emphasis in food studies/food marketing preferred.
 - Attention to detail and the ability to prioritize, multi-task, and manage productivity.
 - Proficient in Microsoft Word, Excel, and Outlook.
 - Ability to work a flexible schedule.
 - Heavy focus on detail is a must.
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- Strong interpersonal skills and the ability to communicate with a diverse group of employees.

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off

Schedule:

- 8-hour shift
- Monday to Friday

Application Question(s):

- What are your earning expectations?



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Education:

- Bachelor's (Preferred)

Experience:

- Sales Experience: 1 -3 years

Work Location:

- One location

Work Remotely:

- No

To Apply:

- Forward an Application (Found on the Careers Page), a Cover Letter, and Your Resume to: careers@quakervalleyfoods.com. Be sure to type **Bilingual Sales Assistant (Mandarin)** in the Subject Line.