



Customer Service Representative, Frozen – Manitowoc, WI

GENERAL SUMMARY:

Responsible for taking frozen orders, assigning the correct warehouses for packaging and maintaining constant contact with customers as assigned by the Customer Service Manager - Frozen Foods.

Communicate order problems to those customers on a timely basis, making order changes as needed, communicating with Sales and Warehouse personnel when necessary. Prepare reports on the Service Performance as requested using pre-established guidelines.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Responsible for timely preparation of all frozen orders, including the assignment of orders to the appropriate warehouses. Check if even layers or pallets. Check pricing on price list; if different, advise customer. Watch for pallet restrictions, out of stock items and additional Misc. charges. Annotate orders, scan and index order(s) with attached backup in DataMagine.
- Print acknowledgements when needed for checking.
- Hold orders that are over credit limit and new customers until approved by A/R.
- Communicate any problems known before entry to the sales department and customers.
- Work with warehouses in setting up shipping locations when necessary/bulk/direct warehouse vs outside warehouse.
- Deal with assigned customers regarding their orders, order status, changes, etc. Take calls from assigned customers.
- Set up new customer comments/cross reference numbers. Maintain GTIN's with invoicing /IS.
- Responsible for entering all of the items that we sell to for selected EDI customers into Data Sync, a spreadsheet set up for data storage between Lakeside and our customer.
- Delete Batches, when revisions are made and make grade changes (bulk).
- Supply backup to A/R for customer deductions.
- Serve as order entry back up for canned and frozen orders
- Maintain the iTrade Catalog
- Produce comprehensive Customer Service Reports as defined by the Customer Service Manager.
- May be responsible for projects or other jobs as assigned by the Customer Service Manager.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Knowledge:

- High School diploma or equivalent is required, Associate Degree preferred.
- Two or more years of customer service experience required, along with data and order entry experience.
- Experience and proficiency in Microsoft Word, Excel, EDI and Outlook

Language Skills:

- Ability to exchange information on factual matters, understand and give instructions, and perform other duties which require a basic level of listening, reading, speaking, and writing skills.
- Correspond in person or by telephone with customers concerning requests for information regarding service or product availability, status of accounts or other matters in a manner that will maintain good customer relations.
- Communication skills necessary to deal effectively with warehouse people and sales as necessary, to obtain and provide information.
- Good problem solving and decision-making.
- Needs very little direction or guidance.

Mathematical Skills:

- Ability to read and understand instructions and relatively straightforward comparisons between numbers and letters.
- Ability to collect information from reports, records, or other available sources, establish the accuracy of the information, and summarize the information in the form of a new report or document.

TEAMWORK AT LAKESIDE (TAL):

- Through individual and team efforts, enthusiastically work toward the continuous improvement of his/her job, work area, department and Lakeside as a whole. Fully participate in TAL by "living" Lakeside's Standards of Conduct and being an active member of operational and project teams. By action and work, clearly and visibly demonstrate the spirit of teamwork, cooperation and respect for others in all business transactions and exchanges.

WORK ENVIRONMENT:

- Normal office environment where there is no physical discomfort or exposure to hazards due to temperature, dust, noise and the like.

This position will pay a wage negotiable based upon knowledge, experience, skill, and work ethic. This position also includes a full benefit package.

Interested applicants should contact:
Lakeside Foods, Inc.
Attn: Human Resources Administrator
808 Hamilton St
P.O. Box 1327
Manitowoc, WI 54220
or e-mail: lakeside@lakesidefoods.com