



Customer Service Representative, Export/Domestic – Manitowoc, WI

GENERAL SUMMARY:

Responsible for various duties concerning the Export of our products to foreign countries. Responsible for controlling the flow of orders and transportation for Export Contracts. Responsible for being the primary liaison between customers, warehouses, freight forwarders and Sales during the order process.

Responsible for the Wal-Mart account, responsible for supporting the company's day-to-day activities involving order management, replenishment and associated support for the internal operations and distribution personnel. A strong emphasis will be placed on thoroughly using Retail Link information to drive decisions and manage the Wal-Mart account. Responsible, for other canned and frozen domestic customers, as assigned by the Customer Service Manager.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Prepare, maintain and provide to sales and the warehouses, contract summary forms that have precise instruction as to how to prepare orders, sticker information, what product to use, best before end dates, etc.
- Communicate with warehouses on product usage, reviewing available lots set aside and ensure stock levels match sales projections.
- Monitor all orders and follow up with warehouses and forwarders on orders that have not shipped on the requested dates. Ensure timely shipment of orders.
- Monitor shipments against contracts and follow up with customers as needed.
- Responsible for entering contracts, orders and booking information into the Infinium System on a timely basis.
- Receive customer specifications on cartons and forward to the appropriate warehouses for ordering and production.
- Prepare various forms, including: new customer/contract, customer credit, Export documents as requested by customer, etc.
- Provide customer support to Wal-Mart by acting as a liaison between the company's internal teams and Wal-Mart staff.
- Monitor customer requirements and performance ratings, vendor guidelines, assist finance with research and support on the chargeback activity.
- Analyze weekly replenishment by item/store in Retail Link.
- Download sales reports and writes weekly inventory replenishment scripts.
- Stay on top of changes in Wal-Mart's data entry systems and processes.
- Prepares and assists sales staff with customized reports.
- Responsible for processing canned domestic orders as assigned by the Customer Service Manager.
- Enter and maintain Data Sync information as required by customer on all of the items that we sell to that customer on a spreadsheet set up for data storage between Lakeside and the customer.
- Set up new customer comments/cross reference numbers. Maintain GTIN's with invoicing/IS.
- Other duties as directed by the Customer Service Manager.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

KNOWLEDGE:

- A high school diploma is required.
- Minimum of an Associate Degree or equivalent experience is required for this position.
- Two or more years of customer service experience along with data and order entry experience.
- Two or more years experience with Export.
- Two or more years experience with Wal-Mart Retail Link
- Exceptional attention to detail, ability to prioritize tasks, self-starter, ability to work alone or in groups as needed. Able to coordinate with contacts in the company and throughout the world via email, fax and phone.
- Experience and proficiency with Microsoft Word, Excel, Outlook and Retail Link.

SKILLS:

- Good Problem solving and decision making skills.
- Ability to greet callers and communication skills necessary to deal effectively and courteously with diverse group of external callers and visitors, as well as limited number of external contacts.
- Ability to greet callers and visitors, answer factual questions from customers and others about the company's products and schedules, and other activities requiring good listening skills and tact.
- Communication skills necessary to deal effectively and courteously with diverse group of external callers and visitors, as well as limited number of external contacts.

ABILITIES:

- 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.
- Ability to exchange information on factual matters, understand instructions and perform other duties which require a higher level of listening, reading, speaking and writing skills.

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.
- Normal Working hours – they may vary as needed depending on export order volume, which can vary throughout the year.

Interested applicants should contact:

Lakeside Foods, Inc.
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