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| **Reports To**: | Regional Operations Manager |
| **Supervisory Responsibilities?** | No |
| **FLSA Classification** | Non-Exempt |
| **Work Status** | Full Time |
| **Effective Date** | November 2017 |
| **Revision Date(s)** | February 2024 |

**POSITION SUMMARY**

The focus of the customer service specialist is to provide outstanding customer service for the school food program, public warehousing and food bank organizations. This position is responsible for all customer service aspects of receiving within various inventory and reporting systems, routing trucks daily, reviewing activity, generating reports and scheduling fleet maintenance. Responsibilities also include order processing for school board, public warehouse and food bank organizations. This position is key to success of operations and it is of pertinent that it aligns with all AIB, Feeding America, and other government agency requirements.

Second Harvest Food Bank (SHFB) believes that each employee makes a significant contribution to the success of the company; that contribution should not be limited by the work identified, assigned tasks, and overall responsibilities. Each employee is expected to offer his/her talents, expertise, and services whenever necessary to ensure the achievement of company goals.

**ACCOUNTABILITIES**

* Responsible for all administrative duties for impact, public warehousing, and logistics as it pertains to customer service. This includes duties related to receiving, storage, distribution, billing, and delivery/pickup schedules.
* Schedule and track day-to-day truck/van deliveries, pickups, and maintenance appointments with appropriate truck leasing company.
* Coordinate order deliveries and ensures all invoices are checked for accuracy.
* Understand and utilize all functions of Ceres Navision (inventory software) related to receiving, storage, distribution, and billing of inventory.
* Assist with overall accuracy and quality of food bank and public warehousing inventory.
* Work closely with inventory specialist to prevent and address variances and improve processes.
* Prepare monthly invoices and delivery charges for public warehousing customers.
* Maintain client and agency partner database and contracts with up-to-date contact information.
* Support new and existing public warehousing clients.
* Complete all routine duties as assigned with extreme attention to detail and accuracy.
* Follow guidelines to stay in compliance with all related Feeding America, OSHA, AIB, USDA and other government agencies.
* Ensure that agency web orders are acknowledged, fulfilled, and processed in a timely and accurate manner.
* Enter grocery rescue receipts on a daily basis.
* Input agency invoices and receivables data into CERES in a timely and accurate manner.
* Comply with all SHFB policies and procedures.
* Maintain a professional, positive, and courteous demeanor.
* Perform other duties as assigned to meet company needs.

**QUALIFICATIONS**

**Education:** High school diploma or equivalent is required.

**Experience:** At least 1-3 years of experience that is directly related to the duties and responsibilities specified.

**Skills and Capabilities**

*The ideal candidate will possess many of these professional and personal abilities and attributes:*

* Strong attention to detail and accuracy.
* Demonstrate strong organizational skills.
* Knowledge of MS Office Suite, especially Excel.
* Excellent problem solving and critical thinking skills.
* Communicates clearly and effectively
* Handles discrepancies and shipping problems calmly and politely.
* Ability to perform basic math computations.
* Demonstrated ability to complete assignments on time with minimal supervision.

**Allowable Substitutions:** Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be may be considered in lieu of education and/or experience at the company’s discretion.

**WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position operates primarily in a warehouse (food bank). A portion of the job is performed in a traditional office setting while other duties are conducted in the warehouse. The warehouse is moderately loud, has low lighting levels, is not temperature controlled, and has some potential for hazards. This position requires a significant amount of walking and involves extensive computer work with frequent interruptions. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. Pushing, pulling, lifting, and/or carrying objects up to 50 pounds may be required.

By signing below, I acknowledge that I have read and understand this job description.

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Employee’s Printed Name

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Employee’s Signature Date

*The above statements are intended to describe the general nature and level of work performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills. This job description does not constitute an employment agreement/contract between SHFB and the employee and is subject to change as the needs of the company and requirements of the job change.*