



Job Title:	Customer Service Representative
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Job Description: This position requires a detail-oriented individual that Serves customers by providing product and service information; resolving product and service problems.

Reporting Structure: This position reports to the Customer Service Manager

Duties:

- ❖ Answer telephone in a professional and courtesy manner—first line to customers.
- ❖ Handle customer requests and complaints (form filled out) and direct to management.
- ❖ Take and enter customer orders with 99% accuracy.
- ❖ File daily customer invoices and manifests.
- ❖ Understand the order and delivery processes and to convey them to customers.
- ❖ Understand and have an ability to relay lead time on non-stock items.
- ❖ Perform any and all other tasks, jobs, and or assignments as directed by Management.
- ❖ Have knowledge of operation, delivery days, holiday schedules, and convey them.
- ❖ Attract potential customers by answering product and service questions; suggesting information about other products and services.
- ❖ Must have computer skills and able to navigate the Thyme inventory system.
- ❖ Assist customer who are looking for their orders, the ability to use GPS tracking and providing an ETA.
- ❖ Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- ❖ Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- ❖ Have a working knowledge of inventory and how to access inventory to better assist customers.
- ❖ Create a customer spec sheet and send prices to customers.
- ❖ Communicate with drivers to understand any mistakes made with an order.
- ❖ Provide the sales team and Regional Sales Managers with the drivers manifest.
- ❖ Perform related duties as required by supervision.



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Job Requirements and Definition:

- ❖ Must have great phone personality
- ❖ Must have a vast knowledge of our products
- ❖ Must have strong organizational skills and ability to follow-through on customer requests
- ❖ Must be able to Multi-Task
- ❖ Must be customer service oriented
- ❖ Excellent interpersonal and communication skills
- ❖ Creative problem solving skills
- ❖ Highly flexible when responding to requests
- ❖ Must be willing to do high level and low level tasks
- ❖ Must be a team player
- ❖ Market Knowledge & Documentation Skills
- ❖ Resolving Conflict by Analyzing Information

For any questions related to this or any other position,
feel free to reach out to:

Daz DeGennaro.
Human Resources Manager
609-345-3229 x129
DazD@SeashoreEast.com



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Employment Application

COMPANY OR EMPLOYER NAME:

Position applying for: _____

EMPLOYEE INFORMATION

Name: _____

 Last _____ First _____

Middle _____

Telephone: _____ Email: _____

Alternate telephone: _____

Address: _____

Are you able to perform the essential functions of the position with or without accommodations?

Yes No

If necessary for the job are you older than:

14 15 16 (Check one)

18 19 21

I am legally eligible for employment in the U.S.?

Yes No

I am seeking a permanent position: Yes No

I will be able to report to work

_____ days after being notified I am hired.

If necessary for the job, I am able to:

Work overtime? Yes No

Provide a valid Alaska Driver's License? Yes No

If so, fill out the following: Issuing state: _____

Type: _____

Endorsement(s): Hazardous Material Passengers

Tankers Tank with Hazardous Materials

School Bus Double/Triple trailers

Work the following shifts: (check all that apply)

Any Day Night Swing Rotating

Split Graveyard Other: _____

EMPLOYMENT HISTORY

List most recent employment first. Include summer or temporary jobs. Be sure all your experience or employers related to this job are listed here, in the summary following this section or on an extra sheet of paper if necessary. No more than 10 years history recommended.

Employer name and address:	Position title/duties, skills:	Start date:	End date:
		Reason for leaving:	
Pay: \$ _____	Supervisor: _____ Telephone: _____		
Per: _____			
Employer name and address:	Position title/duties, skills:	Start date:	End date:
		Reason for leaving:	
Pay: \$ _____	Supervisor: _____ Telephone: _____		
Per: _____			
Employer name and address:	Position title/duties, skills:	Start date:	End date:
		Reason for leaving:	
Pay: \$ _____	Supervisor: _____ Telephone: _____		
Per: _____			
Employer name and address:	Position title/duties, skills:	Start date:	End date:
		Reason for leaving:	
Pay: \$ _____	Supervisor: _____ Telephone: _____		
Per: _____			

Summarize other employment related to this job:

EDUCATION

	Institution name	Years completed	Field of study	Graduate or degree
High school				
College/university				
Business/technical				
Additional				

MILITARY

Are you a veteran? Yes No

Duty/specialized training: _____

SKILLS & QUALIFICATIONS

Other qualifications such as special skills, abilities or honors that should be considered:

Types of computers, software, and other equipment you are qualified to operate or repair:

Professional licenses, certifications or registrations:

Additional skills, including supervision skills, other languages or information regarding the career/occupation you wish to bring to the employer's attention:

Typing speed: _____ per minute

REFERENCES

List two personal references who are not relatives or former supervisors.

Name	Address	Telephone	Occupation	Years known
Name	Address	Telephone	Occupation	Years known

CONTACT

In case of accident or illness, please contact: Name: _____ Daytime phone: _____
Address: _____ Relationship: _____

INFORMATION TO THE APPLICANT

As part of our procedure for processing your employment application, your personal and employment references may be checked. If you have misrepresented or omitted any facts on this application, and are subsequently hired, you may be discharged from your job. You may make a written request for information derived from the checking of your references.

If necessary for employment, you may be required to: supply your birth certificate or other proof of authorization to work in the United States, have a physical examination and/or a drug test, or to sign a conflict of interest agreement and abide by its terms. I understand and agree to the information shown above.

Signature of Applicant

Date

Equal Employment Opportunity: While many employers are required by federal law to have an Affirmative Action Program, all employers are required to provide equal employment opportunity and may ask your national origin, race and sex for planning and reporting purposes only. This information is optional and failure to provide it will have no affect on your application for employment.

Developed at employer request by the Alaska Department of Labor & Workforce Development, Employment Security Division.