



## Now Hiring: Customer Service Associate

### Description

This position requires a detail-oriented individual that serves customers by providing product and service information; as well as resolving any product or service problems.

### Essential Duties

- ❖ - Answer telephone in a professional and courtesy manner— as you are the first line to customers.
- ❖ Handle customer requests and complaints and direct to management (form filled out).
- ❖ Take and enter customer orders with 99% accuracy.
- ❖ Understand the order taking and delivery processes and have the ability to convey these processes to the 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 a working knowledge of operations, delivery days, holiday schedules, and the ability to convey these to customers.
- ❖ Attract potential new customers by answering product and service questions; suggesting information about other products and services; and demonstrating an over-all expertise.
- ❖ Must have computer skills and able to navigate our inventory system.
- ❖ Assist customers who are looking for their orders, the ability to use our Fleet Tracking system and providing an estimated time of arrival (ETA).
- ❖ Resolve product or service problems by clarifying a customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- ❖ Recommend 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.
- ❖ Communicate with drivers to understand any mistakes made with an order.
- ❖ Provide the Sales team with the drivers' manifests and real-time information.
- ❖ Perform related duties as required by supervisor.

### Requirements

- ❖ Must have great phone personality.
- ❖ Must demonstrate a vast knowledge of our products.
- ❖ Must have strong organizational skills and ability to follow-through on customers' requests.
- ❖ Must be able to multi-task, and highly flexible when responding to requests.
- ❖ Must be customer-service oriented.
- ❖ Must possess excellent interpersonal and communication skills, and creative problem-solving skills.



SEASHORE FRUIT & PRODUCE COMPANY— The Region's Leading Source for Local.  
PO Box 637 Vineland, New Jersey 08362-0637  
Phone: 609-345-3229 • [www.SeashoreEast.com](http://www.SeashoreEast.com)





(continued)

- ❖ Must be willing to do both high-level and low-level tasks.
- ❖ Must be a team player.
- ❖ Must demonstrate market knowledge and documentation skills
- ❖ Must be able to independently resolve conflict by analyzing information.

We are an Equal Opportunity Employer.

---

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

**Daz DeGennaro**, *Human Resources Manager*  
609-345-3229 x129 | [DazD@SeashoreEast.com](mailto:DazD@SeashoreEast.com)



SEASHORE FRUIT & PRODUCE COMPANY— The Region's Leading Source for Local.  
PO Box 637 Vineland, New Jersey 08362-0637  
Phone: 609-345-3229 • [www.SeashoreEast.com](http://www.SeashoreEast.com)





# Employment Application

## APPLICANT INFORMATION

Last Name				First			M.I.	Date		
Street Address							Apartment/Unit #			
City				State			ZIP			
Phone				E-mail Address						
Date Available			Social Security No.				Date of Birth			
Position Applied for							Desired Salary			
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.?	YES <input type="checkbox"/>	NO <input type="checkbox"/>					
Have you ever worked for this company?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?							
Have you ever been convicted of a felony?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain							
If necessary for the job, I am able to:										
Work overtime?										
Provide a valid driver's license? YES <input type="checkbox"/> NO <input type="checkbox"/> State:										
(If you're applying to as a driver) Type of Driver's License: Endorsements(s):										
Work the following shifts: ANY <input type="checkbox"/> DAY <input type="checkbox"/> NIGHT <input type="checkbox"/> SWING <input type="checkbox"/> ROTATING <input type="checkbox"/> SPLIT <input type="checkbox"/> OTHER:										

## EDUCATION

High School				Address						
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree					
College				Address						
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree					
Other				Address						
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree					

## REFERENCES

Please list two professional references.

Full Name				Relationship						
Company				Phone						
Address										
Full Name				Relationship						
Company				Phone						
Address										

**PREVIOUS EMPLOYMENT**

Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

**MILITARY SERVICE**

Branch	From	To
Rank at Discharge	Type of Discharge	
If other than honorable, explain		

**DISCLAIMER AND SIGNATURE**

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature	Date
-----------	------

**Thank you for your interest in Seashore Fruit & Produce Co.**  
 Please email your completed application to [DazD@seashoreeast.com](mailto:DazD@seashoreeast.com)  
 or you may drop it off to us at 1344 NW Blvd Vineland, NJ 08360