**Job Title:** Customer Account Representative

**Reports To:** Customer Service Supervisor

**Exempt / Non – exempt:** Non – Exempt

**Location:** Hayward

**Pay:** $14

**SCOPE OF RESPONSIBILITY:** (Summary of job duties)

The Customer Account Representative is responsible for building and maintaining deep partnerships with Pacific Cheese’s valued customers. The position is focused on overall account management including, daily communication & interaction with customers, order processing, helping facilitate export documents, and various certificates, and return authorizations as necessary. The Customer Account Representative’s primary function is to act as a liaison between the customers, Sales, Traffic, Warehouse and Accounting departments to ensure all customer accounts are properly maintained.

**DUTIES AND RESPONSIBILITIES:**

- Responsible for developing and maintaining positive customer relations and to coordinate various functions within the company to ensure customer requests are handled appropriately and timely.
- Assures and ensures that the customers are quality serviced and satisfied with our products and services.
- Performs customer account maintenance and resolve account discrepancies.
- Provides customer support and information regarding the ordering, shipment, scheduling, and delivery of our products.
- Receives and processes customer orders and inquires for product in a timely and accurate manner in accordance to the company’s ordering guidelines.
- Work with internal partners to research and validate order fulfillment disputes and coordinates any necessary credit adjustments.
- Coordinates and communicates inter-department needs to ensure process fulfillment and consistent notification of ongoing issues.
- Performs daily, weekly and monthly audit procedure to ensure all tasks are completed on a timely manner.
- Provides back up coverage for other job responsibilities within the Customer Service Department.
- Performs other duties as assigned.
KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:
Commitment to providing superior customer service and satisfaction. Capable of analyzing and solving problems. Must be organized, with the ability to prioritize work assignments to insure completion. Must be experienced working with computers and have the ability to learn, navigate and use designated software programs as required to perform job functions. Must be able to communicate via phone and email effectively. Ability to work in a fast-pace, diverse, and rapidly changing environment. Must obtain team oriented skills and the ability to work independently.

PACIFIC CHEESE REQUIRED TRAINING:  (Required training not desired)
In addition to the following, all new employees are required to attend New Employee Orientation. Microsoft Word and Excel – proficiency.

EDUCATION AND EXPERIENCE:
High school diploma or GED. 1-2 years experience directly related to the duties and responsibilities specified.

WORKING CONDITIONS:
Work is normally performed in a typical interior/office work environment. Heavy phone and computer work.