

Job Title: Office Clerk
Department: General Administration
Reports To: VP, Sales and Marketing
Absence Backup: Executive Assistant/Receptionist



Updated: 11/30/2017

Job Description

SUMMARY

Responsible for acting as a liaison between the customer and the company, handles customer complaints and resolve with Executive Management. Work with the Warehouse Manager, Production Manager and QA Manager to support Food Safety Management Systems.

JOB RESPONSIBILITIES

- Greet customers warmly and ascertain problem or reason for calling.
- Provide accurate, valid and complete information by using the right processes or tools while building sustainable relationships of trust through open and interactive communication.
- Follow communication procedures, guidelines and policies.
- Assist with placement of orders, refunds or cancellations.
- 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. Log all complaints.
- Keep records of customer interactions, process customer accounts, file documents and update customer's information as needed.
- Maintain up-to-date billing system on Sage.
- Generate and send out invoices to customers.
- Carry out billing, collection and reporting activities according to specific deadlines and perform account reconciliations. Research and Resolve payment discrepancies
- Generate Aged Analysis and Review to ensure compliance.
- Prepare bank deposits and post customer payments by recording cash, checks, and credit card transactions.
- Other duties as assigned
- Input vendor invoices into SAGE payables and prepare checks to be mailed weekly.
- Schedules freight for inbound and outbound shipments of product.

QUALIFICATIONS

- Inter-personal Skills
- Listening Skills
- Problem analysis and problem solving skills
- Attention to details and accuracy
- Good verbal and written communication skills
- Organizational Skills & Information Management

- General computer skills as it relates to learning data entry, word processing, emailing and utilizing an Enterprise Resource Planning software for order entry, billing and other clerical duties.