

# **CUSTOMER SERVICE REPRESENTATIVE**

Jack & Jill Ice Cream Company

**Department: Sales      FLSA: Non-Exempt      Reports to: Customer Service Manager**

## **Summary of Position Role:**

Sells and promotes a profitable mix of Company products within a specific account base to achieve personal and assigned goals. Develops and maintains excellent customer relations in all "C" and "D" type accounts. Communicates with customers by phone and receives orders/re-orders of the entire Jack & Jill product line for all assigned customers.

## **Essential functions and activities associated with the role:**

1. Uses effective selling strategies and communication skills to:
  - Achieve assigned volume targets by key accounts and total territory.
  - Sell a profitable mix of Jack & Jill Company products.
  - Influence assigned accounts to achieve volume goals.
  - Qualify accounts prior to freezer placements.
  - Work closely with account personnel to ensure that orders are not refused.
  - Sell-In new items and promotional programs which maximize volume and profitability.
2. Arranges delivery dates (in conjunction with Operations) and other incidentals related to product sales and merchandising.
3. Conducts presentations with account base to increase the distribution of Company products. Communicates product varieties, promotions, services and policies to accounts.
4. Establishes and maintains phone contacts with customers to promote good-will. Communicates new products, promotions, Company services and other general information of interest to customers. Follows through in the performance of all services requested by account personnel.
5. Executes telephone call coverage itinerary developed by Regional Foodservice Manager to ensure full coverage of assigned territory.
6. Reports competitive activity to Customer Service Manager. Submits other reports as assigned by manager.
7. Reports problems to Customer Service Manager and recommends measures for their solutions.
8. Monitors freezer placements to ensure a return on investments. Monitors volume performance of freezer placements. Returns freezers back to inventory when volume performance is below standards.

## **Education:**

- 0 - 4 years college

## **Relevant experience / skill**

- 2-4 years sales experience – grocery/foodservice/telemarketing preferred
- P. C. literate