



A DEL MONTE FRESH COMPANY

Job Description

Job Title	Sales Customer Service – After Hours (1pm – 10pm)
Department	Inside Sales
Reports To	Sales Manager – Commodity & Customer Service
FLSA	Salaried-Exempt
# of Employees Supervised	0

Job Summary

Provide proactive customer service solutions to ensure the successful shipping of customer orders after hours. Work closely with inside sales team, shipping, receiving and field departments to provide a one point contact after hours to resolve questions concerning customer orders. Assist sales team with order entry, credit entry, and other administrative tasks as needed.

Primary Duties & Responsibilities

- Receive daily pass down from the sales team on product availability, schedule of field product arrival, and any special instructions for specific customers.
- Monitor Inventory Availability, proactively identify product shortages, and resolve prior to customer order shipment.
- Review and monitor the evening’s sales orders to ensure product arrival time and availability. Proactive follow up with field department, vendors and production to ensure delivery times are met.
- Assist sales team with order entry, credit entry, and other administrative tasks as needed.
- Provide assistance to dispatching on decisions related to adjusting orders based on guidelines provided by sales team.
- Contact carriers who have missed their appointment times to reappoint based on available loading capacity. Provide guidance to shipping to pick order or not.
- Identify and resolve service issues created by Standing Appointments and Local Loading Hours.
- Single point contact for Customers, Transportation Companies, and Sales Team that may call in with questions regarding orders. Provide resolution and following up.
- Develop an evening log of customer service calls and resolutions to be provided to the Director of Sales and Customer Service at the end of each day.
- Assist as needed with trouble files, R&A, Balance Dues, and Past Dues are settled within the Company’s time guidelines.
- Other sales and clerical related duties to be assigned as needed.

Qualifications

- BA/BS degree preferred
- Minimum of 2 years of experience in fresh produce sales office
- Must be able to work 1pm-10pm
- Ability to communicate effectively with existing and potential customers both verbally and written.
- Analytical capabilities helpful
- Ability to balance customers' needs with the financial well-being of the Company.
- Ability to work independently within the guidelines provided
- Bilingual – Spanish (a plus but not required)

ACKNOWLEDGEMENT

I understand that this is a general description of my duties and I am to perform these duties as they relate to my job. I also understand that my job description will change from time to time.

By signing this page, I acknowledge receipt of this job description, that I have been given an opportunity to ask questions about the job, and that I certify understanding of this job description.

Employee Name (print): _____

Employee Signature: _____ Date: _____