

Customer Service Representative

Duties and Responsibilities:

- Prepare customer service summary reports in daily basis.
- Process order releasing, picking routes tickets, delivery notes, and daily invoices.
- Manage real-time supply shortages by locally sourcing FF&V (Fresh Fruits and Vegetables).
- Provide fill rate information regarding customer orders, and where applicable, offering substitutes for possible NIS (not in stock) items.
- Review incoming records to ensure all required signatures, dates, and mandatory fields are complete and accurate.
- Input incoming customer, vendor, or client orders into internal systems with no errors in pricing, quantities, or item numbers.
- Ensure all delivery documents are processed and verified that all information is correct with no errors for next-day deliveries.

Selection Criteria:

- Ability to work in an international, dynamic and multicultural environment.
- Working knowledge of HACCP.
- Can adapt to rapid changes in a positive manner and work to tight deadlines.
- Good oral and written communication skills in English are essential.
- Experienced PC User, familiar with MS Office, email and Internet.
- Proficiency with digital and physical classification systems, and data entry expertise.
- Strong attention to detail.