



Position: Customer Services Representative

Compensation: Salary based on experience.

Benefits Offered: Health, Dental, Life Ins., 401(K) with a company match, Paid Holidays, Vacation, Tuition Reimbursement, Annual Bonus, Onsite Wellness/Fitness Center, Voluntary Benefits include (Short Term Disability, Long Term Disability, Accidental Death, Critical Illness, Vision, Supplemental Life), and more.

Employment Type: Full-Time

Qualifications: Associate's degree or three years customer service- office related experience. Minimum typing of 40 wpm. Working knowledge of Microsoft Excel, Word and Outlook. Must have good communication skills. Knowledge of SAP, CRM and Blacksmith a plus.

Job Summary: The accomplished individual will possess the desire to work in a fast paced, energetic environment, while effectively multitasking. Have strong verbal and written communication skills. Possess the ability to listen carefully to customers, and seek ways to solve their problems, while remaining courteous, polite and calm. Has the ability to work equally well with production employees and sales team. Desires to work in a team atmosphere. Is self-motivated and has a strong orientation for detail and proven ability for maintaining accuracy.

Job Duties:

- Manage Customer Orders.
- Communicate with the customer with reference to:
 - Pricing
 - Information about products, possible deliveries and product shortages
 - Complaints
- Maintain internal customer pricing in necessary programs.
- Set up new customer masters.
- Sales lead qualification
- Scan orders and packing slips and attach in SAP system.
- Accept direction for special projects from supervisor.
- Assist in special customer survey projects.
- Process "point of sale" requests.
- Update delivery schedules as necessary.
- Inform production and Q.A. regarding customer complaints.
- Develop and maintain Excel spreadsheets.
- Able to tolerate long periods of time seated at a computer terminal.
- Other duties as may be required to perform the job.

Working Conditions: Long periods sitting at desk. Office environment.

About Brakebush Brothers Inc. in Westfield, WI: As a family owned company, Brakebush celebrated their 90th Anniversary in 2015. Throughout the years, with the help of a dedicated, experienced workforce, Brakebush has kept the same ideals that our founders started - providing the highest quality products to meet the needs of restaurant operators, schools, healthcare facilities, convenience stores and everyone who wants to serve their customers great tasting chicken.