

Position Description

Customer Service Representative
Homeboy Industries – Bakery

Duties:

- Input Bakery orders in Pomsys for wholesale, internal & external customers;
 - Order sources include phone calls, emails, voicemail, internal customers, walk-ins and internet.
- Check orders for accuracy
- Provide information to customers about orders and deliveries.
- Check and respond to emails
- Check voicemail for changes to orders and for issues
- Provide customer service as needed with customer service issues/calls including in-person customer service pick-ups.
- Tend to customers out front in the Bakery Retail
- Organize orders
- Call wholesale customer regarding shortage notification
- Provide all information to production regarding orders;
 - Generate recurring orders
 - Print out orders
 - Print Production schedule
 - Arrange production with pastry
 - Manually process cake orders with invoice in system
 - Print out packing slip
- Perform other duties as directed by Office Manager

Responsibilities:

- Representing Homeboy Industries in a positive, professional manner to all customers and prospective customers whether by phone, email, voicemail, internet or in-person
- Smooth and accurate order entry, so that orders can be produced and delivered in a timely and accurate manner
- Working well with team members in the bakery, HB Foods and throughout the system
- Always working to improve the process to provide customers with a better experience

Experience:

- Prior customer service experience
- Familiarity with Excel, Word and Outlook
- Very experienced with email, voicemail and internet
- Demonstrated ability to multi-task
- Strong interpersonal skills, written and verbal communication
- Not an Entry Level Position