

Torke Family Coffee Roasters

Torke Coffee Customer Service Representative, Sheboygan

Position Summary

Communicates with customers by telephone and email, specifically receiving orders for products, answering inquiries, resolving or referring customer issues to Supervisor/Manager.

Responsibilities

- Responsible for answering customer calls from the telephone, email, internet, and fax
- Take ownership of real-time order and service call entry
- Perform data entry into an ERP system
- Take ownership of task assignments in the customer service department
- Maintain a positive and lively tone that is inviting and encouraging to other team members.
- Perform various other duties or projects as assigned by manager
- Coordinate with route drivers and service technicians regarding orders, par-levels, paperwork, beverage equipment status, and customer contact updates

Requirements

- High School Diploma or equivalent
- Must have a friendly and outgoing personality
- Must have a professional attitude
- Self-starter, positive attitude, dependable, detail oriented, highly organized, great communications skills, quick learner
- Must enjoy and be able to coordinate multiple tasks
- Must be proficient in Microsoft Office products
- Required to have an ability to execute numeric functions on a 10-key