



CUSTOMER SERVICE REPRESENTATIVE Spokane Valley, WA

AFCO Distribution & Milling, a wholesale distribution company located in Spokane Valley, WA serves over 800 retail customers in Washington, Oregon, Idaho, Montana Nevada, Utah, Wyoming, and Alaska. The company distributes over 7,000 products including animal feed, garden and nursery supplies, wildlife products, pet food and supplies, fencing and livestock equipment. Customers receive weekly orders within routed territories. Delivery is provided by a fleet of company trucks from the company's distribution center warehouse. The employees of AFCO Distribution take great pride in offering excellent products at competitive prices with our benchmark customer service.

The Company is in search of a full time Customer Service Representative (CSR) to assist customers in identifying and placing orders for products by telephone, email, fax, and servicing walk-in customers. The CSR's primary responsibility is to support the order process using the point-of-sale system (POS) (entering orders, creating order tickets, completing final invoicing) with a very high level of accuracy and effectiveness. The CSR will provide assistance with customer inquiries, sales and delivery questions. This position is clerical in nature and requires a high level of accuracy in both typing and 10-Key data entry.

RESPONSIBILITIES AND DUTIES

- Places and answers timely calls to customers, accepts orders showing an attention to detail and pursuing quality in accomplishing tasks. Performing tasks with care and checks work to ensure accuracy and completeness. Compares finished work to what is expected to find inconsistencies
- Correctly enters and documents customer orders on POS system. Identifies key facts in routine orders and evaluates when information appears incorrectly or needs verification, and takes appropriate actions. Strives for 100% accuracy
- Encourages additional sales to increase the value of each order placed
- Builds and maintains a constructive and positive working relationship with both customers and coworkers to ensure high satisfaction with the products and services offered by the Company
- Seeks to resolve customer issues in the best interest of the customer and the Company
- Maintains professional composure in highly stressful or adverse situations and diplomatically handles challenging or tense interpersonal situations
- Manages own time, priorities and resources to achieve work goals
- Focuses on results and desired outcomes and how best to achieve them
- Proficiency in social media platforms, including writing and scheduling posts, and handling consumer interactions via social media channels
- Exhibit an ability to get along with others
- Practice punctual and reliable attendance
- Perform other duties as assigned

JOB REQUIREMENTS

- High school diploma (or equivalent), or any combination of education, training, or experience that provides the required knowledge, skills, and abilities with an emphasis on correctly calculating figures and amounts
- Strong organizational, multi-tasking, problem solving and analytical skills with an emphasis on calculating figures and amounts
- Possess a valid driver license and safe driving record
- Must pass background check and pre-employment drug screen as a condition of employment

- Ability to effectively communicate both verbally and in writing with co-workers and customers
- Commitment to excellence and high standards especially in regard to customer service
- Display proficiency with Windows based computer software, including (but not limited to) Microsoft Excel, Word, PowerPoint and Outlook
- Proven track record of being dependable and reliable
- Able to type 60 wpm and operate a 10-key accurately
- Lift, carry and load 30 pound weight requirements
- Professional appearance and demeanor

PREFERRED QUALIFICATIONS

- Product knowledge in one or more of the following areas: feed, seed, pet food & supplies, hardware, fencing, animal health, tack, clothing & footwear, lawn & garden or wild bird supplies

HOURS / DAYS / SCHEDULE

This is a full time, 40 hours per week position. Typically Monday through Friday, but must be available evenings and/or weekends as needed.

SALARY / WAGE / BENEFITS

Wage DOE. In addition to generous employee discounts, employees may also participate in the company's medical, dental, life insurance, and 401(k) plans after meeting eligibility requirements.

TO APPLY

Submit completed Applications for Employment to one of the following:

Mail: AFCO Distribution
Human Resources
11016 E. Montgomery Dr.
Spokane, WA 99206

Fax: (509) 455-5635

Email: HR@afcodistribution.com (reference "Customer Service Representative" in subject field)

Internal applicants may submit a letter of consideration in lieu of an application for employment.



www.afcodistribution.com