



Customer Service Representative

Are you looking for an opportunity to leverage your talents in a growing organization? We have excellent opportunities within Anchor Ingredients for people that have an entrepreneurial spirit, focus on problem solving, work independently and bring strong analytical skills.

PURPOSE OF POSITION:

This position is responsible for supporting merchandisers, engaging with customers, processing orders, and coordinating logistics for Anchor Ingredients.

RESPONSIBILITIES:

- Build relationships with customers and vendors
- Own customer inquiries from initiation to resolution
- Generate sales and purchase contracts
- Process orders provided by the sales team
- Coordinate quality control documentation and other paperwork associated with processing orders
- Manage and build relationships with 3rd party freight providers
- Review margin analysis with merchandisers
- Work independently to problem solve customer issues or transactions
- Interface with Accounting, Sales, and IT to drive continuous improvement of process
- Perform administrative tasks such as answering the telephone and other such responsibilities assigned by the sales team

QUALIFICATIONS:

The ideal candidate will possess the following:

- Bachelor's degree in business related field; or 4 years of related experience
- Two+ years of customer service experience
- Strong verbal and written communication skills
- Meticulous attention to detail and accuracy in work product
- Demonstrated problem solving skills
- Intermediate skill with Microsoft Office products including Outlook, Excel, Word and PowerPoint
- Ability to work with a team yet make independent decisions and meet deadlines without constant supervision
- Flexibility and the ability to thrive in a fast-paced environment
- Excellent interpersonal skills and a team player

ABOUT THE COMPANY:

Anchor Ingredients, LLC headquartered in Fargo, ND, sources and supplies a wide range of specialty ingredients catered specifically to the human and pet food markets. With the ability to source ingredients worldwide, AIC is uniquely positioned to meet all of the ingredient needs of their customers. At Anchor Ingredients, we have assembled a world-class team of professionals with years of industry experience and a commitment to our core foundation of honesty, integrity and reliability.

DISCLAIMER:

This job description is not a complete description of responsibility, but reflects the general qualifications, duties and/or responsibilities necessary to perform this position. Anchor Ingredients reserves the right to revise the job description as circumstances warrant. Anchor Ingredients is an at-will employer, which means that either the employee or the company may terminate the relationship at any time, with or without notice, and with or without cause. We are an equal opportunity employer.