



Sales Support & Logistics Specialist

PURPOSE OF POSITION:

The primary function of this role is to support the Sales Team by engaging with customers, processing orders, and coordinating logistics for Anchor Ingredients.

RESPONSIBILITIES:

Customer Service:

- Build relationships with customers and vendors
- Own customer inquiries from initiation to resolution
- Perform administrative tasks such as answering the telephone and other such responsibilities assigned by the Sales team
- Work independently to problem solve customer issues or transactions
- Interface with Accounting, Sales, and IT to drive continuous improvement of process

Sales Support:

- Generate sales and purchase contracts as directed by the Sales team
- Assist Sales team in analyzing contractual commitments, customer specifications, and other data to plan and develop logistic program activities
- Review margin analysis with Merchandisers

Order Processing:

- Process orders provided by the Sales team
- Coordinate quality control documentation and other paperwork associated with processing orders
- Ensures that order changes are properly made on all paperwork and communicated to all necessary parties
- Track conversion of commodities to ingredients at third party facilities
- Handles all related administrative duties related to assigned orders

Logistics Coordination:

- Manage and build relationships with 3rd party freight providers to ensure on-time deliveries and low-cost rates
- Coordinate and directs transportation needs at multiple facilities in order to make pickups and deliveries in an efficient and timely manner

General Responsibilities:

- Project work or items outside of this Job Description, as specified from time to time by the Responsible Manager.
- In common with all other personnel within Anchor Ingredients, the Job Holder is required to adhere to the Company's policies on Safety, Hygiene and good housekeeping. Specifically:
 - To take reasonable care for the health and safety of himself/herself and that of other persons who may be affected by his/her acts or omissions
 - To co-operate regarding any duty or requirement
 - To report to his/her immediate manager any hazard which may be discovered on at the place of work
 - Demonstrate teamwork



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

WORK ENVIRONMENT & PHYSICAL DEMANDS

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job operates within a professional office environment. While performing the duties of this job inside the office, the employee is frequently exposed to normal working conditions for an office environment with a noise level that is usually quiet to moderate. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee may be required to stand for long periods of time as well as use hands or fingers to reach or handle, and to reach with hands and arms. The employee is regularly required to stand, walk, climb, balance, stoop, kneel, crouch, or crawl. The employee will occasionally lift and/or move up to 40 pounds. All vision abilities are required to encompass close-up work. On occasion, employee must be able to tolerate and endure extended seasonal hours and maintain alertness to meet deadlines.

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 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:

The Tasks detailed within this Job Description are not intended to represent an exhaustive list of duties that the job holder may be required to undertake. Anchor Ingredients reserves the right to require the job holder to perform any other task which the Responsible Manager may reasonably deem necessary. 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.