



Bay State Milling Job Description

Job Title: Customer Service and Inside Sales Representative
Department: Customer Service
Reports To: Customer Service and Inside Sales Manager
FLSA Status: Non - Exempt
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SUMMARY

The Customer Service and Inside Sales Representative is responsible for executing sales to selected accounts in commercial baking, food manufacturing, and retail bakery distribution segments. In addition, this individual will coordinate all customer service functions associated with the customer service positions.

ESSENTIAL DUTIES & RESPONSIBILITIES *include the following. Other duties may be assigned. Perform all tasks safely and efficiently.*

1. Inside Sales –
 - a. Sell range of products to selected local and/or regional customers, with pricing responsibility and accountability.
 - b. Deepen customer relationships and strengthen Bay State Milling’s geographic presence and market penetration with commercial baking, food manufacturing, and bakery/food service distribution segments.
 - c. Provides day to day administration and support for the sales group and functions as a liaison between field sales personnel and internal operations, including sales forecasting as it relates assigned accounts.
2. Customer Service –
 - a. Work with CSIS Manager on deduction resolution
 - b. Call for and process ingredient orders from customers in a timely and efficient manner, where appropriate, positioning the orders in the production schedule and confirm to the customer the ship or delivery date that can be met.
 - c. Work in close coordination with the Inside Sales and Customer Service Manager or Account Executive and when appropriate the National Sales Representative informing them on all developments pertaining to orders and ingredient contract position. It is important to the success of the business that sales personnel and Customer Service function as a team.
 - d. Communicate to the production personnel any changes in customer’s requirements or anticipated increased or decreased usage.
 - e. Set up as a standard, for each customer, special handling requirements (pallet exchange, pallet jacks, etc.) or information that needs to be provided with each load (lab analysis, loading order, etc.).
 - f. Work closely with Logistics to coordinate timing of customer shipments. Notify customers in advance of any changes in product, volume or delivery schedule.



- g. Provide customers with an appropriate notice of shipment service, via email, fax or phone call, with key details about their order.
 - h. Accurately process all ingredient contracts and maintain contract balances, application prices and all other contract records.
 - i. Have orders and ingredient contracts set up in the computer system so orders can be invoiced promptly, as soon as they are shipped.
 - j. Provide customers with purchase order or release numbers on their invoices or any other information they may need, to pay them promptly.
3. Collaborate cross-functionally with Supply Chain, Sales & Marketing, R&D, Operations, QA, Transportation, and Finance to create enterprise customer awareness and deliver relevant, timely, and profitable customer solutions that create and optimize value.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

EDUCATION and EXPERIENCE

- Bachelor's degree preferred and two years general experience in the food, food distribution, or food manufacturing business with excellent oral and written communication skills. Incumbent must possess strong leadership, negotiation, presentation and self-motivation skills as well as a working knowledge of computerized business and communications applications. Incumbent must have the ability to plan and prioritize.
- Experience with Continuous Improvement (CI) highly desirable. Lean Six Sigma belt certification and/or exposure is preferred. At a minimum, a willingness to add this element to personal training and growth path and participate in team and individual CI projects.

LANGUAGE SKILLS

Employee must have the ability to Speak, Read, Write, and Comprehend instructions and documentation in the English Language. Bilingual highly desired.

OTHER SKILLS AND ABILITIES

Must have the ability to analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to interpret a variety of instructions furnished in written, oral, and diagram or schedule form. Ability to utilize computer programs including e-mail, word processing, and spreadsheet applications such as Excel, and order entry system. In addition, the ability to review process and determine best approach or fix/solutions to increase efficiency in the role. Acute ability to multi-task and re-prioritize as needed.

SAFETY

While performing the essential job functions, the employee is expected to work in a safe manner and follow company policies regarding safety. It is the expectation and responsibility of the employee to report any and all injuries immediately to the supervisor, and to report to



supervision any safety situation that the employee feels is substandard and poses a risk for employee injury, property damage, or loss.

DEPENDABILITY

Follows through on tasks; requires minimum supervision and follows instructions and procedures. Arrives at work on time; follows Company policies on vacations, leaves, etc. Observes Company rules; completes tasks within deadlines.

PHYSICAL DEMANDS *The physical demands described here are representative of those that must be met by an employee successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use hands to figure, handle, or feel; reach with hands and arms; and talk and hear. Employee is frequently required to stand, walk, climb or balance, and must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to focus. The employee is also required to travel via automobile and possibly plane for long distances on a limited basis.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those that must be met by an employee successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The primary work environment is an office environment. The noise level in the work environment is usually low. Hearing protection is required in certain areas of the plant.

FOOD SAFETY / SECURITY AND QUALITY REQUIREMENTS:

The Company is committed to producing and delivering defect free products that are in compliance with all applicable legal and regulatory requirements and are of the highest levels of food safety, quality and productivity. To ensure this, all employees are required to be trained on and adhere to the FDA Current Good Manufacturing Policies as set forth by the Company as they pertain to personnel practices, equipment and facilities. It is also vital that all employees be aware of their work environment and prevent any accidental or intentional adulteration of the products produced at the facility.

EQUAL OPPORTUNITY EMPLOYER

Bay State Milling is an equal opportunity employer that is committed to creating a diverse, equitable and inclusive workplace. We evaluate qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, genetic information, national origin, disability, veteran status, and other legally protected characteristics.