

## Customer Service Representative

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Do you have a passion for creating and delivering great customer service experiences? Do you want to work in a high paced and dynamic environment and join a team committed to bringing our products to consumers across North America? Then you may be the person we are looking for!

Garden Protein International, manufacturer and marketer of a new generation of meat alternative food products, is looking for an enthusiastic and energetic Customer Service Representative to join our growing team.

Our beautiful new facility is located in Richmond, BC, offers competitive wages and benefits, a modern and secure work environment and the opportunity for personal growth and success based on individual performance.

This position will appeal to an individual who has 2-3 years of experience in their career as a Customer Service Representative and wants to be a part of something very new and exciting in the natural foods category.

Reporting to the Customer Service Manager, this position will be responsible for:

- Order entry into the Enterprise Resource Planning (ERP)- SAGE X3 system
- Work in conjunction with Production to communicate increase in production needs.
- Work in conjunction with Logistics to determine shipping dates and arrival dates
- Flag problems with purchase orders
- Send customers order acknowledgements
- Communicate with buyers and brokers purchase order date changes and shortages
- Data entry
- Maintain excel spreadsheets
- Coordinate samples shipment between different departments
- Other duties as assigned

### Qualifications:

- 2 year diploma or equivalent training and experience will be considered
- Related experience providing excellent customer support
- Experience in a food manufacturing setting is an asset
- Type 50 words per minute with a high degree of accuracy
- Proficient with English both, oral and written

### Skills, Knowledge and Abilities:

- Excellent written and verbal communication skills
- Strong interpersonal and relationship building skills
- Ability to work independently in a team-oriented environment with minimum supervision

- Energetic and customer focused
- Highly detail-oriented and organized
- Excellent computer skills (Outlook, Microsoft Word, Excel, PowerPoint,)
- Strong planning, analytical, and problem solving skills
- Manage and prioritize multiple projects with tight deadlines

If you are looking to work in an environment that fosters learning and personal involvement, then this is the place for you.

Please email your resume and covering letter to [hr@gardenprotein.com](mailto:hr@gardenprotein.com) stating Customer Service Representative in the subject line before the posting close date of January 27, 2012. No phone calls please.

We thank all applicants for their interest, but only those shortlisted will be contacted.