

Philadelphia Macaroni Company has an immediate entry level career opening for a bright, motivated individual to join our growing team in the Customer Operations Department. We are a family owned food manufacturing company with a strong 106-year old history and a proven track record of developing talent and promoting from within! Come grow with us!

**Job Title:** Customer Service Representative  
**Location:** Philadelphia, PA – Corporate Office

**Job Summary:**

Manage the day-to-day operational support activities of key customer account(s). Provide exceptional customer service through establishing trust and effective working relationships with the customer(s). Work cooperatively with sales, manufacturing location and customer to pro-actively address issues.

**Essential Functions:**

- Enter purchase orders into the system
- Utilize EDI for order retrieval
- Enter Customer Corrective Actions (CCA's) into the system
- Analyze data and communicate changes/issues to appropriate parties in a timely fashion
- Prepare and distribute daily and weekly reports
- Attend weekly and monthly conference calls
- Review production schedules
- Utilize customer's reporting data base
- Email communication with transportation carriers
- Run historical sales reports to develop a customer forecast, for those that do not provide one
- Assist in developing min/max templates for key accounts
- Update the monthly min/max templates
- Perform other duties as assigned by Supervisor

**About You:**

- Bachelor's Degree in Business, Supply Chain or related field required **OR**
- Minimum of a High School Diploma **with** 3 years of related experience in customer service/office environment
- High level of computer proficiency with Microsoft Office Suite required. Microsoft Excel competency is a must!
- Effective verbal, written and interpersonal communication skills required
- Must be able to organize and handle multiple priorities with a high level of accuracy
- Solid problem-solving abilities required. Critical and analytical thinking skills necessary
- Excellent time management skills
- Must be able to work independently and as an effective team member
- Positive, professional representative of the business

***Our company offers a competitive package including vacation, paid holidays, bonus based on performance, 401(k), health, dental and vision insurance and voluntary Short-Term Disability, Long-Term Disability, and life insurance benefits.***

**Please email your resume and cover letter to: [mthielhelm@philamacaroni.com](mailto:mthielhelm@philamacaroni.com)**