

CUSTOMER OPERATIONS REPRESENTATIVE

Immediate full-time career opening for a bright, motivated professional to join the Customer Operations team in our Philadelphia corporate office location. We are a family-owned food manufacturing company with a strong 107 year old history and a proven track record of developing talent and promoting from within! We will teach you our business - come grow with us!

Job Summary:

Serve as “the face” of Philadelphia Macaroni to the customer by managing the day-to-day operational support activities of key accounts. Provide exceptional customer service by establishing trust and effective working relationships with customer. Work cooperatively with sales, manufacturing location and customer to pro-actively address issues.

Essential Functions:

- Enter purchase orders into ERP system
- Create customer invoices
- Release materials, as needed, to maintain production
- Enter Customer Corrective Actions (CCA's) in Company intranet system
- Analyze data and communicate changes/issues to appropriate parties in a timely manner
- Attend weekly and monthly conference calls
- Review production schedules, identify and problem solve for potential issues
- Utilize customer's reporting data base and external systems
- Email communication with transportation carriers and 3rd party logistics carriers
- Run monthly reports to aid in company wide capacity planning
- Assist in developing and maintaining min/max templates for key accounts
- Perform other duties as assigned by Supervisor

About You:

- Bachelor's Degree in Business, Supply Chain or related field required
- Minimum of one year of work experience while in school or post grad required
- High level of proficiency with Microsoft Office Suite required. Must be very comfortable and competent with Microsoft Excel
- Possess effective problem-solving abilities. Critical and analytical thinking skills necessary
- Positive, professional representative of the business
- Effective verbal, written and interpersonal communication skills
- Proven ability to organize and handle multiple priorities with a high level of accuracy
- Excellent time management skills
- Ability to work independently and as an effective, contributing team member
- Experience with excel based scheduling preferred

Our company offers a competitive package including PTO, paid holidays, bonus based on performance, 401(k) with company match, health, dental, vision, life insurance and Short and Long-term Disability insurance.

Please email your resume and cover letter to: mthielhelm@philamacaroni.com