

Customer Operations Representative

Our passion for providing exceptional customer service, directly relates to our superior level of customer satisfaction. Philadelphia Macaroni Company has been providing our customers perfect pasta and exceptional customer service for over 110 years!

As a customer operations representative, you will be acting as the first line of customer contact. At Philadelphia Macaroni Company, we focus on career development and acquired knowledge to help you further your career with us. Through this role, you will not only have the chance to be a part of an industry-leading company, but also the opportunity to advance your skill sets and professional development.

Primary Customer Operations Representative Responsibilities:

- Perform front line customer service: Answer customer questions and escalate issues.
- Provide thoughtful solutions to inquiries and ease customer concerns.
- Build sustainable relationships and trust with customers and team members.
- Provide accurate and complete information, using given tools and training.
- Work efficiently with a team, as well as on your own, to reach a goal.
- Enter orders timely and accurately, to ensure orders are sent to the plants to meet customers' requests.
- Monitor the customer order from entry to shipment.

Candidate Requirements:

- Bachelor's Degree in business or related degree.
- Minimum 1 year of related experience.
- Ability to manage time effectively, multi-task and prioritize responsibilities in a fast-paced environment.
- Self-sufficient and motivated.
- Active listening skills and the ability to adapt quickly and respond to all types of individuals.
- Desire to advance in skills and leadership.
- Personable, energetic, and professional demeanor with a positive frame of mind.
- Reliable and great at communicating with customers as well as team.
- Eagerness to grow professionally and ability to juggle multiple tasks simultaneously.
- The ability to troubleshoot and problem solve.
- Goal oriented with the ability to plan and execute
- Proficiency in Excel.

Our company offers a competitive package including PTO, paid holidays, bonus based upon performance, 401(k), health, dental, vision, life insurance and short and long-term disability insurance and free parking.

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