

Customer Operations Representative

Immediate career opening for a bright, motivated individual to join the Customer Operations team in our Philadelphia corporate office. We are a family-owned food manufacturing company with a strong history and a proven track record of developing talent and promoting from within! Come grow with us!

Job Summary:

Serve as “the face” of Philadelphia Macaroni Company 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 proactively address issues.

Essential Functions:

- Enter purchase orders into ERP system
- Interaction with the plant warehouse and scheduling departments to track order progress
- Review production schedules, identify and problem solve for potential issues
- Create customer invoices
- Enter Customer Corrective Actions (CCAs) in company Intranet system
- Analyze data and communicate changes/issues to appropriate parties in a timely manner
- Attend weekly and monthly conference calls
- Utilize customer’s reporting data base and external systems
- Run monthly reports to aid in company-wide capacity planning
- Perform other duties as assigned by Supervisor

About You:

- Bachelor’s Degree in Business, Supply Chain, or related field preferred
- One year of customer service-related work strongly preferred
- High level of proficiency with Microsoft Office Suite. Competent with Microsoft Excel
- 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
- Possess effective problem-solving abilities. Critical and analytical thinking skills necessary
- 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.

Interested applicants can email resumes to: kmeneeley@philamacaroni.com