https://talentresourceprofessionals.com/job/customer-service-representative/

Customer Service Representative

Description

Position Summary

The Customer Service Representative (CSR) is a key support partner to the Sales Manager, QA team, Shipping & Receiving, and other operational departments. This role coordinates customer orders end-to-end, ensures system accuracy, prepares essential documentation, and supports logistics, audits, and production reconciliation. The ideal candidate is highly organized, detail-oriented, and thrives in a fast-paced, multi-priority environment.

Responsibilities

Primary Job Duties

Sales & Customer Support

- Serve as the primary administrative and operational assistant to the Sales Manager.
- Generate and distribute customer-facing documents including BOLs, export documentation, COAs, invoices, and other requested paperwork.
- Respond to customer requests promptly, professionally, and with strong follow-through.
- Prepare customer recaps and maintain trackers for pricing, storage, and other key information.

Systems & Data Accuracy

- Reconcile repack and poly ins/outs; correct data entry or system input errors.
- Verify totes listed on “used tag” forms and dump logs are removed from the system; remove as needed.
- Upload label templates to flash drives for repack and poly lines.
- Run labels for repack and poly lines when label applicators malfunction.
- Update repack weight recovery sheets.
- Build and maintain tracking tools, spreadsheets, and analysis methods using Excel and other applications.

Shipping, Receiving & Logistics Support

- Assist Shipping & Receiving with checking in trucks during high-volume periods.
- Schedule customer trucks as well as repack, poly, and Cerutti trucks.
- Coordinate with QA and Sales to confirm micros have cleared prior to shipping loads.

Hiring organization
Talent Resource Professionals

Employment Type
Full-time

Beginning of employment
Immediate Opening

Duration of employment
Full Time Permanant

Industry
Food Processing

Job Location
Merced County, California, United States

Base Salary
$ 20 - $ 26

Date posted
November 25, 2025

Valid through
01.01.2026

Quality Assurance & Cross-Department Support

- Support QA and Sales Managers with audits as needed.
- Provide cross-functional assistance to QA, Sales, and other departments.
- Prepare product samples upon request.

Production & Reconciliation

- Reconcile production runs and correct associated input errors.
- Maintain accurate records related to repack, poly, and production activity.

Administration

- Perform filing, organizing, and document maintenance as required.

Qualifications

Required Skills & Competencies

- Strong proficiency in Microsoft Excel and data-management tools.
- Ability to learn new systems and processes quickly.
- High sense of urgency, ownership, and accountability.
- Excellent attention to detail and accuracy in data handling.
- Clear, professional communication and customer service skills.
- Proven ability to multitask and prioritize in a fast-paced environment.
- Adaptable, team-oriented mindset with comfort supporting multiple departments.

Preferred Experience

- Background in manufacturing, production, logistics, or warehouse environments.
- Prior customer service, sales support, or administrative experience.

Job Benefits

Benefits

- Competitive wage (DOE)
- 401k with match
- Health/Dental/Vision
- Many other Benefits