



Sun Valley, LLC

Job Title: Customer Service Representative

Reports To: Customer Service Manager

Department: Customer Service

Location: SVR-Arbuckle

Job Status: Full Time

FLSA: Exempt Non-Exempt

Job Summary: Provide superior customer service. Process and invoice orders; create and update spreadsheets for reporting purposes. Provide price analysis and price sheets. Create export documentation as needed.

Essential Functions:

- Order Processing – entries and revisions
- Processing of invoices, required documentation, claims and credits
- Book containers
- Production return coordination
- Communication with customer, salesperson and department
- Communication with freight forwarders and steamship
- Railroad coordination
- Shipping calendar – modified and updated daily
- Create and update price lists
- SAWT – Template analysis
- Freight bill review and approval
- Order, create and print labels
- AES filing
- Create sales reports and charts
- Set up new items and bills of material
- By-products coordination
- Fumigation log – updated and sent out daily
- Follows and encourages coworkers to understand and adhere to Cal/OSHA regulations and Sun Valley Policies to work safely and efficiently
- Understands and adheres to HACCP/FSSC 22000 food safety standards
- Follows Sun Valley's Good Manufacturing Practices
- All other duties as assigned

Supervisory Responsibility

This position has no supervisory responsibilities.

Competencies

- Accuracy
- Excellent oral & written communication
- Problem solving
- Ability to work under pressure
- Moderately complex math skills

Travel:

No (or minimal) travel outside of the local area expected for this position

Required Education and Experience:

Associate degree from two-year college or technical school; six-months to one-year related experience/training; or combination of education and experience



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Preferred Education and Experience:

Ability to speak fluent Japanese preferred

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



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Analysis of Physical Demands

Key (Based on typical week):

N=Never R=Rarely (Less than 1 hour per week) O=Occasional (1%-33% of time)
 F=Frequent (34%-66% of time) C=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 25 lbs.			X			Reach over head/shoulder		X			
25-50 lbs.		X				Reach outward			X		
51-100 lbs.		X				Climb		X			
Over 100 lbs.	X					Crawl		X			
						Kneel/Squat		X			
Pushing/Pulling						Bend/Stoop					
Under 25 lbs.			X			Sit				X	
25-50 lbs.		X				Walk-Normal Surfaces				X	
51-100 lbs.		X				Walk-Uneven/Slippery Surfaces			X		
Over 100 lbs.	X					Stand				X	
						Keyboard/Ten Key			X		
Driving						Fingering (fine dexterity)					
Automatic Trans				X		Handling (grasping, holding)				X	
Standard Trans	X					Repetitive Motion – Hands/Feet			X		
Industrial Equipment						Other					
Computer keyboard, mouse				X		**See SDS if applicable					
Phones				X							
Photocopiers/Fax Machines				X							
Filing Cabinets			X								

Personal Protective Equipment: None

Job Hazards: Lifting Hazards Driving on public roads/freeways

Physical Job Description

Job Title:	Customer Service Representative
Typical Working Conditions: (Describe environment: exposure to heat, cold, fumes, chemicals, allergens, mold, etc.)	While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate. The position requires occasional local and international travel.
Equipment Used: (List all manual and automated equip. used while performing essential functions.)	This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
Essential Physical Tasks: (List all physical tasks encountered in performing essential functions.)	Employee may be required to sit, stand, drive or walk for long periods of time.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. In addition, the position is an "at will" position with the company.



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I have been provided with a copy of this job description. I agree to read carefully. I understand I'm responsible for the responsibilities and essential job duties listed in this description, and it is my responsibility to ask my supervisor for clarification regarding any responsibilities I may not understand.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name _____ Date _____