



**G&G**

**BEVERAGE DISTRIBUTORS, INC.**

207 Church Street  
P.O. Box 4488  
Wallingford, CT 06492  
(203) 284-9511

### **Customer Service Associate Position Description**

**Job Summary:** Process orders, payments, driver's schedules and generate supporting reports. Receive, investigate and respond to customer inquiries regarding shipments, products and complaints. Reports to the Manager, Administration / Human Resources.

#### **Essential Job Functions:**

- ◆ Receive and process customer orders received through customer call or the Sales Department.
- ◆ Input orders into computer system to generate invoices, and truck loading orders.
- ◆ Receive and post daily cash receipts, reconcile accounts and make deposits.
- ◆ Review Handbills for credit, post in Handbill Book and resolve outstanding Handbills issues.
- ◆ Compile daily truck breakage report and post to inventory.
- ◆ Prepare preliminary routing sheet, change pick tickets as needed and finalize route.
- ◆ Answer calls from drivers, sales personnel and customers and initiate resolution of questions/issues or reroute to the appropriate person, as necessary.
- ◆ Provides administrative support to Warehouse including ordering driver uniforms, handling truck breakdowns and maintaining files as needed.

- ◆ Generate computer reports to support warehouse, drivers and Sales Department.
- ◆ May specialize in one area.

**Experience/Training/Education:**

- ◆ H.S. diploma or GED required
- ◆ 3-4 years of related experience
- ◆ Must be proficient in MS word, Excel and Internet
- ◆ Professional telephone manner is essential
- ◆ Must have good command of the English language, oral and written
- ◆ Excellent attention to detail
- ◆ Must be able to handle multiple tasks
- ◆ Works well in a team environment

**Physical Requirements and Working Conditions:**

As G & G Beverage Distributors is a growing company with seasonal volume fluctuations, flexibility is required to schedule work hours and vacations around peak work times. Individual must be able to shift priorities, work assignments to meet the needs of the seasonal nature of the work.

This is primarily a sedentary office position, working in a typical environment. The employee uses a phone, computer and general office equipment. Sitting, and lifting/carrying material under twenty-five pounds is required.

This position is backed up by : Other Customer Service Associates

This position is back up to: Administrative / HR Manager

This position is classified as non-exempt

This job description is based on management's assessment of the requirements and functions of the job of the date this description was prepared. It is a general guideline. It does not purport to be an exhaustive list of all the elements of the job. It may be modified at any time by G & G's management to meet its organizational needs.