



CSR Job Position Feb 2018

We are currently seeking to hire a Customer Service Representative to join our team! You will be assisting the Key Account Representative (KAR) in the sales of HLB Specialties' products to current and new customers.

We are one of the largest importer and shipper of papayas into the USA and Canada and also handle mangoes, avocados, limes, and other specialty items from our six distribution centers located throughout the country. Since 1998, our company has been supplying large retailers and wholesalers in North America and we're constantly expanding our product line. The company places much emphasis on a good working atmosphere and is seeking someone positive and interested in growing together with HLB Specialties. We are a family business of 15 people in the US and we have a sister company in Germany, which supplies the European market. Our team members have pretty diverse backgrounds and you will hear English, Spanish, Portuguese, and German in the office. We look forward to meeting you!

Responsibilities:

- Ensure that orders are completed to clients' and HLB's satisfaction. If there are issues, ensure that complaints and problems are recorded and followed up.
- Maintain daily communication with Accounting, Procurement, and warehouses and be knowledgeable about HLB's products and forecast, pricing and availability, and become familiar with the produce industry in general.
- Answer phones in a timely manner.
- Provide assistance and support to the sales team by processing invoices, faxes, emails, and EDI transmissions.
- Provide general support to assigned KAR(s) by answering phones, processing orders, booking trucking transportation and other administrative support as needed.
- Check orders with transportation companies for on-time pickup and delivery.
- Be willing to work on an occasional weekend on-call rotation by answering calls and emails and resolving any possible issues.
- Process all credit memos, returns and rejections for KAR, including creating the credit memo, attaching all needed documents and processing all settlements.

Qualifications:

HLB Specialties, LLC
3327 NW 55th Street *** Fort Lauderdale, FL 33309
(954) 475-8808 *** www.HLBinfo.com



- Previous experience in customer service or a sales related field
- Familiarity with CRM platforms
- Ability to learn new software quickly
- Customer service skills:
 - Ability to speak in a friendly way to customers and vendors
 - Ability to listen to their needs
 - Adaptability
- Communication skills:
 - Ability to create, compose, and edit written materials
 - Strong interpersonal and communication skills
- Stress tolerance
- Proper phone etiquette
- Bilingual Spanish strongly preferred

Salary Range: \$30,000 - \$35,000 depending on qualifications. Generous benefits included.

Please only local candidates.

Please send resumes to:

Melissa Hartmann de Barros: melissa@hlbspec.com

Email Subject: CSR Position - Resume

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