



F 5.3.1 JOB DESCRIPTION

REV.: D
DATE: 07/12/2022
OWNER: Quality Manager

POSITION: Customer Service Manager **DEPARTMENT:** Customer Service **SUPERVISOR:** General Manager

AUTHORITY TO: ☒ HIRE/ TERMINATE ☒ DISCIPLINARY ACTION ☐ PURCHASE ☐ LEAD CONTINGENCY PLAN

COMPETENCIES

Education

- Bachelor's degree or a minimum of 5 years of experience in Management and Industrial C.S.

Training

- ERP (Enterprise Resource Planning)
- SQF (Safe Quality Food)
- 5 "S" Methodology Principles
- QMS (Quality Management System)
- GMPs (Good Manufacturing Practices)

Skills

- Computer skills (Microsoft Office)
- Bilingual (English and Spanish)
- People management
- Work under pressure

Experience

- 5 years minimum in a similar position

ASSIGNMENTS/ ACTIVITIES

- Receive & Acknowledge Customer POs
- Order Entry
- Enter Releases
- Follow up on Shipments to Customer
- Ensure CSRs are communicating with Customers and production
- Supervision of the information inputted in ERP
- Report any quality problems
- Management of personnel under his/her charge, complying with the safety and needs of the employees
- Assist Upper Management as needed
- Follow the policies in the Company Manual to ensure and maintain a safe, healthy, and mutually respectful workplace

CERTIFICATE OF ACKNOWLEDGEMENT

I have reviewed the above Job description and certify that I understand and will follow accordingly and perform similar or other duties when requested by the department manager or managers.

Employee Name: _____

Date: _____



F 5.3.1 DESCRIPCIÓN DE TRABAJO

REV.: D
DATE: 07/12/2022
OWNER: Quality Manager

POSICIÓN:

DEPARTAMENTO:

SUPERVISOR

AUTORIDAD PARA: ☒ CONTRATAR/TERMINAR ☐ MEDIDAS DISCIPLINARIAS ☐ COMPRA ☐ GUIA DE PLAN PARA CONTINGENCIA

COMPETENCIAS

- Educación
 -
- Entrenamiento
 -
- Habilidades
 -
- Experiencia
 -

TAREAS / ACTIVIDADES

-

CERTIFICADO DE RECONOCIMIENTO

He revisado la descripción del trabajo anterior, certifico que entiendo, que seguiré como corresponde, y que realizaré tareas similares o de otro tipo cuando lo solicite el gerente o gerentes del departamento.

Nombre del Empleado:

Fecha: