

Mizkan America, Inc.

Job Title: Customer Service Specialist

Based in Mount Prospect, IL, Mizkan America is a subsidiary of the Mizkan Group, a global, family-owned company that has been Bringing Flavor to Life™ for more than 220 years. As one of the leading makers of vinegars, condiments and sauces in the United States, Mizkan America maintains 12 manufacturing facilities that serve the retail, food service, specialty-Asian, and food-ingredient trade channels. We are committed to following our two core principles: continuously challenging the status quo and delivering only the finest products for our customers. Our leadership seeks out, embraces, and implements ideas for improvement from all of its employees. Transparency and accountability are two key factors that drive our company's overall management approach.

We are looking for people who are seeking to deliver their best so that we can deliver ours. Above all, we're dedicated to maximizing the potential of our greatest assets—our team members. That's reflected in our ongoing commitment to recruit, develop, reward and retain our talented, multicultural workforce. We hope to see you as part of our team's future success!

SUMMARY: The Customer Service Specialist processes customer orders and provides support to customers, brokers, and Sales. This person acts as liaison between Supply Chain, Sales, Operations, Accounting, and our brokers to ensure our customers get their orders on time and complete. This position reports to the Customer Service Manager.

This job description reflects assignment of essential functions. It is not inclusive of all tasks that may be assigned. This a hybrid position requiring in office and remote work environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide customer service support to our customers and brokers, domestic and export
- Respond to all inquiries in a timely and professional manner and notify customers, brokers, Sales, and Customer Service Lead of all service issues
- Process incoming orders in a timely manner and ensure that all orders with pricing discrepancies are addressed with appropriate parties. This is both manual and via EDI
- Work with Accounts Receivables Department regarding credit held orders and address deduction issues
- Act as liaison between the manufacturing plants, Supply Chain, Accounting, and the customer to ensure orders are shipped complete and on time

- Review all sales orders to guarantee they meet Mizkan America, Inc. Order Processing Policies
- Running daily and ad hoc reports utilizing Microsoft D365 reporting tools
- Perform accuracy checks on sales orders
- Electronic filing
- Complete other duties as assigned by the Customer Service Manager.

EDUCATION, EXPERIENCE, AND QUALIFICATIONS

- Associate degree is preferred, preferably in Business, Business Management, Communications or equivalent.
- Minimum two years' ERP experience; Microsoft D365 preferred.
- Experience in a high-volume customer environment.
- Outstanding communication and people skills are essential.
- Advanced organization and time management skills with ability to manage multiple priorities, projects, and deadlines.
- Food Industry background is a plus but a minimum of 2 years' customer service experience in a manufacturing environment is required.
- Experience working with export as well as domestic customers preferred.
- Computer literacy required.
- Intermediate to Advanced knowledge of Microsoft Office Suite with particular focus on Excel.
- This position may require working overtime to accommodate customer demands
- Weekend shifts may be required on occasion based on business needs