

**North Bay Trading Co**  
**Customer and Vendor Support Specialist**

[www.northbaytrading.com](http://www.northbaytrading.com)

Join the entrepreneurial team at North Bay Trading for an active role in supporting customer and vendor activities in the food ingredient industry.

**Key Responsibilities**

- Manage customer communications and ordering processes
- Coordination of product questions with vendors
- Help manage shipping and logistics
- Manage record keeping of general office documents and correspondences
- Manage documentation of customer service protocol, food safety specifications, and food safety testing

**Major Functions**

- Process incoming orders using computer applications including email (Outlook), CRM, Office (Excel, Word), customer invoicing (Microsoft Dynamics GP), and e commerce customer order fulfillment (Magento and Amazon Seller Central)
- Answer customer service questions from commercial and retail customers by phone and email
- Assist with vendor order details
- Manage the vendor verification checklist and monitor vendor product performance relative to specification
- Update, maintain, and disseminate product specifications and Certificates of Analysis (COA's)
- Assist with shipping and logistics
- Participate in food safety/quality programs and mock recall exercises
- Assist with documentation updates to accommodate vendor, product or ingredient changes

**Requirements/Qualifications**

- High attention to details
- Strong communication skills
- Likes working in a fast paced environment
- Ability to prioritize issues and respond quickly
- Values the challenge of investigating and resolving non-routine issues
- Can switch between tasks frequently
- Experience working with computer applications including Excel
- Willingness to work extra hours during peak periods or staff shortages

**Important Bonus Qualifications**

- Food industry experience

- Business customer service experience
- 2 or 4 year degree

**Schedule**

- Full time Mo-Fri 7:30 am to 4pm in Brule, WI

**Compensation**

- Starting wage commensurate with skills and experience, plus Paid Time Off (PTO), Holiday pay, Company bonus program, HSA contributions, and Simple IRA match

**Contact**

- Please email cover letter and resume to: [hr@northbaytrading.com](mailto:hr@northbaytrading.com)