



Job Title: Domestic Sales Assistant
Department: Domestic Sales
Reports to: Domestic Sales Manager
This is a Non-Exempt Hourly Full-time/Fully Benefited Position

In addition to the Essential Functions and Competencies referred to in this job description, each of us is expected to live by our shared values and strive to build a strong culture within Chelan Fresh.

Respect – Integrity - Positive Attitude – Accountability – Teamwork – Ethical – Innovation

Job Summary: The Sales Assistant performs a variety of clerical and administrative activities to support the Domestic Sales staff. The Sales Assistant is responsible for ensuring the smooth flow of information and follow up for existing and prospective customers.

DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

- Serve in a support role to the Domestic Sales staff.
- Anticipate and meet the needs of the customer.
- Work to resolve customer problems and satisfy their expectations.
- Communicate effectively with sales personnel, shippers to locate documents, discuss order revisions, etc.
- Answer telephone calls, convey messages, and monitor the flow of e-mail.
- Answer routine product questions and direct questions to appropriate personnel when necessary.
- Monitor warehouse-packing schedules. Follow up on shipping list update from warehouses, to confirm loads are ready and trucks arrive on a timely manner and communicate with shipping departments as necessary.
- Hire trucks and follow up on pick-up and delivery times.
- Be flexible in cross training within the Domestic department.
- Openly share knowledge, seek opportunities to improve your technical and professional skills.
- Maintain good attendance and available to work flexible hours.
- Additional hours of work will be necessary as business demands.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Utilize all Company communication tools with effectiveness and professionalism.
- Proficient with Microsoft Office Suite or related software.
- Ability to perform computations such as addition, subtraction, multiplication, and division correctly.
- Possess knowledge of fruit grades and inventory

EDUCATION/EXPERIENCE

- High school graduate or equivalent, 2 or 4-year college graduate preferred.
- 2 years previous job experience with customer service or sales support preferred.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. Specific vision abilities required by this job include close vision, distance vision, and depth perception. Minimal to light physical effort is generally required in performing duties in an office environment. This position requires the ability to operate a computer keyboard and standard office equipment at efficient speed.