



# Special Touch Bakery

## Job Description

**JOB TITLE:** Sales Support Specialist  
**REPORTS TO:** VP of Bakery Operations  
**HOURS/STATUS:** Full Time/Non-Exempt  
**SALARY RANGE:** \$20 - \$22 Hourly

### JOB SUMMARY

In this role, you will provide service and support to our customers, sales representatives and sales team. You should have a passion for providing excellent customer service and enjoy working in a fast-paced environment.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Communicate with customers to resolve problems and concerns in a courteous, professional and timely manner
- Provide all customers with consistent, quality service in accordance with company procedure
- Enter and process orders & requisitions
- Become knowledgeable of our range of products
- Together with sales, maintain and grow Broker and Customer relationships
- Expedite orders with Production and Shipping
- Provide administrative support to the sales team
- Be proactive in communicating with customers regarding problems and delays
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries
- Maintains security by following visitor procedures; monitoring logbook; issuing visitor badges
- Update calendars and schedule meetings
- Effectively process all incoming calls in a professional, friendly and timely manner
- Must be sensitive to the cultural diversity of others and facilitate trusting relationships and partnerships with board members, vendors, and co-workers.

### QUALIFICATIONS

Must have exceptional interpersonal and organizational skills. Must be proficient in Microsoft Office applications and Outlook. Must have effective communication/comprehensive skills-verbal and written; ability to add, subtract, multiply, and divide in all units of measure; basic typing and number pad data entry skills; ability to function independently and multi-task

### EDUCATION and/or EXPERIENCE

Related Associate's Degree or equivalent work experience preferred. Minimum of 2 years Customer Service experience in a Sales driven customer service organization required. Food service experience preferred.

**WORK ENVIRONMENT**

Work involves exposure to various temperatures and equipment including coolers, freezers and ovens.

**EQUAL OPPORTUNITY EMPLOYER**

Special Touch Bakery does not discriminate on the basis of an individual's actual or perceived race, color, creed, religion, religious practice, national origin, ethnic background, sex (including pregnancy, childbirth, or related medical conditions), gender identity or expression, sexual orientation (the term "sexual orientation" means heterosexuality, homosexuality, bisexuality, or asexuality), political affiliation, age, marital status, military status, veteran status, disability, domestic violence victim status, arrest or conviction record, genetic information, health condition, or any other basis prohibited by New York state and/or federal non-discrimination laws in its programs and activities.

Please apply to: [E@specialtouchbakery.org](mailto:E@specialtouchbakery.org)