

Export Customer Service and Documentation Representative
SunFoods, LLC - Woodland, CA 95695
Full-time

Summary: SunFoods is a rice milling and marketing business located in the heart of Woodland, CA. We are currently seeking one additional team member to join our Customer Service Group. This role would support the Customer Service manager (and other customer service team members) as well as work closely with the company's sales and accounting teams. Primary duties would include but are not limited to:

Key Accountabilities:

- Enter daily sales orders in SAP computer system
- Create customer documentation for a combination of export, retail, and distributor accounts:
 - Work with freight forwarders and direct shipping lines to create ocean freight bookings
 - Check OMIC/SGS/Cal Agri inspection documents to ensure accuracy
 - Collect and organize fumigation certificates
 - Effectively work with SunFoods operations team to communicate shipping timelines/deadlines
 - Track/Maintain freight and other conditions on all orders/within SAP
 - Work with county office to apply for/obtain phytosanitary certificates
 - Create online AES#ers for export shipments
 - Create check requests for export docs requiring certification/legalization
 - Efficiently mail export documents and sales samples as required
- Work with SunFoods bank to complete letter of credit transactions and documentation
- Track import shipments; collect and send documentation to shipping lines as necessary for imported product(s)
- Maintain daily contact with customers and/or Sunrice (parent company) to remain up to date on all shipment schedules/information for current and new orders/projects.
- Cross check orders with SAP output – invoices, BSM documentation, freight accruals
- USDA sales reporting –to be completed weekly
- AARQ reporting-to be completed quarterly
- Keep current on pricing with management team to prevent billing issues
- Validate, cross check and log freight invoices for ocean transit, consolidation warehouse charges and over the road trucking charges
- Respond to customer inquiries via phone, email and SunFoods consumer portal.
- Update quarterly IRI Executive reports for Dry Rice and RTS segments.

- Maintain SunFoods retail customer information in the online One Sync portal

Supervisory Responsibilities: None.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Other Qualifications: Positions may require pre-approved overtime.

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 use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Open office area with light traffic. The noise level in the work environment is normally moderate. Temperature controlled office setting.

Other Qualifications:

Must be a team player with a positive can do attitude

Good Communication Skills, organization and attention to detail is a must

Microsoft Office Experience Required

SAP Experience (Preferred)

Experience-2 Years (Preferred)