

Rogers Foods

<https://rogersfoods.com/job/customer-service-representative>

Customer Service Representative

Description

LEVEL: SALARY

SUPERVISOR: CUSTOMER SERVICE MANAGER

RANGE: \$52000 – \$65000

General Purpose:

The Customer Service Representative is responsible for communicating with customers regarding orders, pricing schedules, order tracking, and delivery schedules. The CSR will provide customer service duties and administrative support activities in support of the Rogers Foods Sales Team.

Qualifications requirements:

- Post Secondary business administration training
- Proven Microsoft Dynamics (D365) and other Microsoft program skills
- Demonstrated interpersonal skills and aptitude to work within a team environment.
- Excellent written and verbal communication skills, with attention to detail
- Self-motivated problem solver with organizational and time management skills
- On-site, in person role, within an office environment

Responsibilities

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- Accurately and completely process and manage customer orders using Microsoft (D365)
- Manage all order-related changes, including revisions, cancellations, and updates
- Serve as the customer order entry contact, responding to phone and email inquiries promptly and professionally
- Coordinate with the Master Planner, Shipping, and Warehouse teams to ensure efficient order fulfillment and resolve any issues
- Collaborate with the Sales team to support new and existing customer contracts, order delays, rush deliveries, and customer complaints.
- Providing backup support for invoicing and customer account reconciliation
- Assist with facilitating the flow of paperwork and communication between corporate sales, finance, and manufacturing divisions
- Invoice and supply customers with order related documents
- Provide reception duties and support as required
- Communicate with customers, agents, and carriers, regarding orders, pricing schedules, order tracking, and delivery schedules
- Communicate with Sales Managers regarding customers' special needs or requests
- Prepare reports and correspondence related to customer orders, inventory,

Hiring organization

Rogers Foods Ltd

Employment Type

Full-time

Industry

Manufacturing

Job Location

44360 Simpson Road, V2R 4B7,
Chilliwack, BC, Canada

Working Hours

40 hours per week

Base Salary

\$ 52000 - \$ 65000

Date posted

July 3, 2026

and so forth

- Follow good manufacturing practices (GMP) while performing job duties and tasks
- Other related duties as assigned