



About H+K

Founded in 1975, H+K International is a leading global supplier of stainless steel kitchen equipment to the food service industry with a long-established reputation for quality products, precision manufacturing and exceptional customer service. H+K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia and Asia.

Summary:

The Latin America Resupply Customer Service Representative directs contact with our customers in Central and South America, responds to their inquiries, and places sales orders into the computer system. Additional duties include processing customs documents, helping customers properly identify the components they require to repair the equipment in their restaurants, and normal customer service functions, such as order follow-up and tracking, account status inquiries, processing returns and exchanges, and providing product information.

Essential Functions

- Provides friendly, professional, and courteous contact with external and internal customers.
- Be prepared to answer questions regarding company terms and conditions and various warranty information
- Resolve customer complaints. If required or know when to escalate them to management
- Invoices the shipped customer orders by using the AS400 based system
- Performs computer input of customer sales orders received.
- Provides timely and accurate follow through with customer inquiries regarding products, order status, and account status.
- Interacts with various departments within the organization to help satisfy customer requests.
- Processes customs documents
- Performs other related activities as determined by the Customer Service Manager.

Education, Experience, and Knowledge Requirements

Ideal candidate will have a high school diploma or equivalent and will have a minimum of three years' experience as a Customer Service Representative. Must have ability to speak, read and write Spanish fluently.

Quick Service Restaurant experience preferred

An outgoing personality, excellent oral and written communication skills in both English and Spanish language and a desire to work directly with customers are required. Familiarity with computerized order entry systems. Working knowledge of Microsoft Word and Outlook are also required.