Hialeah Gardens, Miami-Dade County, Florida
33018
United States

Job Title: Customer Service Representative
Department: Customer Service
Reports To: COO

Purpose / Objective of the Position

To ensure exceptional customer service and satisfaction for our valued clients by managing orders, coordinating internal processes, and supporting commercial operations

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Main Tasks and Responsibilities

Include the following, although other duties may be assigned:

Sales & Pricing Support

- Manage sales activities
- Verify accurate pricing by comparing system prices with pricing provided by the Operations Manager
- Request approval from Vendor to supply new clients and obtain associated pricing.

Order Management

- Receive, review, and confirm customer orders.
- Notify clients of credit hold issues and refer them to the Accounting Department.
- Prepare picking tickets and forward them to the Warehouse.
- Issue invoices once picking tickets are returned.
- Assign control numbers to all orders and maintain the shipping log.
- Process drop-shipments to clients.

Customer Communication

- Maintain consistent communication with clients throughout the order cycle.
- Provide estimated delivery dates and advice on any carrier delays or complications.
- Send invoices and shipping documents through the appropriate channels.

- Serve as the liaison between customers, Account Managers, and vendors supply chain teams.

Coordination & Reporting

- Participate in meetings with vendor representatives.
- Prepare and send monthly reports in coordination with the Accounting Department.
- Ensure timely processing of client orders according to vendor contractual requirements.
- Monitor stock levels
- Coordinate the destruction of goods once approved by the vendor.

Logistics & Inventory

- Coordinate with the Logistics Department to ensure timely delivery of goods.
- Participate in stock adjustments and verify accurate inventory levels.
- Provide the Warehouse with information on repacking needs for labor planning.
- Inform the COO of order shortages or back orders to support procurement decisions.

Commercial Support

- Support the COO with sales reports, stock levels, order analysis, etc
- Coordinate delivery of promotional items to clients

Administrative & Team Support

- Maintain and file customer records.
- Cover duties of the Customer Service Representative during absences.

Skills and Qualifications

Required Skills

- Excellent customer service and communication skills.
- Strong organizational and time-management abilities.
- High attention to detail and strong accuracy in processing orders and documentation.
- Ability to multitask in a fast-paced, deadline-driven environment.

- Strong problem-solving skills, especially with order or logistics issues.
- Proficiency in Microsoft Office (Excel, Word, Outlook).
- Ability to work effectively with cross-functional teams (Warehouse, Logistics, Accounting, Commercial).
- Strong follow-up and ability to monitor order timelines and stock levels.

Preferred Skills

- Experience working with FMCG (Fast-Moving Consumer Goods).
- Knowledge of logistics, shipping documentation, and inventory processes.
- Familiarity with ERP or order-processing systems.
- Strong numerical skills for pricing and credit verification.
- Bilingual (English/Spanish) preferred.

Qualifications

- High school diploma or equivalent (required).
- Associate or bachelor's degree in Business Administration, or related field (preferred).
- Minimum 3–5 years of experience in customer service, sales support, or order management.
- Experience in distribution, alcohol/beverage, or tobacco industry is an advantage.
- English and Spanish

Pay & benefits

- $50,000 - $55,000 a year
- Upon successful trial period the following benefits are offered: health and dental premium 100% paid, life and disability insurance, optional contribution to simple plan with company's match up to 3%
- PTO first year 10 days (pro-rated)

To apply, send your CV to: sammyl@weitnauerdutyfree.com with the subject line: **"Customer Service Representative Application"**.