

JOB DESCRIPTION

Position Title:	Customer Service Representative
Department:	Sales & Marketing
Reports To:	Business Development Manager
Salary Grade:	
Effective Date:	June 2026

Job Summary

The Customer Service Representative is responsible for delivering exceptional customer service while providing administrative and operational support to the sales, finance, and procurement functions. This role serves as a key point of contact for customers, ensuring timely resolution of inquiries, accurate order processing, and maintenance of customer information within the CRM system. The position supports customer satisfaction initiatives, market research activities, and the development of sales and marketing materials to strengthen customer relationships and retention.

Key Responsibilities

- Efficiently handle customer queries and concerns ensuring prompt, coherent responses adhering to Oberland's requirement for exceptional customer service
- Manage all sales data including collecting and processing orders
- Effectively manage all customer data in CRM, recommend improvements to processes to create efficiency and accuracy as able
- Establish customer satisfaction goals and create tracking process, manage accurate recording of information
- Ensure overall customer satisfaction and loyalty of all customers
- Assist with market research to stay up to date with current trends
- Support the sales team by developing the necessary marketing materials required for customer retention
- Collaborate with other departments including operations, QA and R&D, to assure timely sample delivery and on-time orders.
- Build strong relationships while acting as a liaison between customers and Oberland
- Day to day finance tasks (accounts payable, bank reconciliation, email monitoring, credit card management)
- Aid in vendor research and procurement tasks as assigned
- Other project involvement as needed

Skills & Competencies

- Strong organizational and time management skills with the ability to manage multiple priorities and meet deadlines.
- High attention to detail and accuracy in data entry, order processing, and financial administration.
- Proficiency with Microsoft Office Suite, particularly Excel, Outlook, and Word.
- Experience using CRM software (e.g., HubSpot, Salesforce, Zoho, or similar).



- Ability to analyze information and identify opportunities for process improvements.
- Strong problem-solving and relationship-building skills.
- Self-motivated and proactive with a continuous improvement mindset.
- Adaptable and comfortable working in a fast-paced, growing organization.
- Professional, customer-focused, and service-oriented.

Qualifications

- Diploma or degree in Business Administration, Commerce, Marketing, Supply Chain, Accounting, or a related field preferred.
- Equivalent combination of education and relevant experience may be considered.
- 2–5 years of experience in customer service, sales support, office administration, or a similar role.
- Experience in a manufacturing, food manufacturing, distribution, or consumer packaged goods environment is considered an asset.
- Experience processing customer orders and maintaining customer records in a CRM system.

Job Type:

- Full-time (40 hours/week), permanent following 6-month probation

To apply for this position, please send your resume and a cover letter to careers@oberlandag.com.

This job description is not intended to be all-inclusive. The employee may be required to perform other related duties as assigned to meet the ongoing needs of the organization.

