

## Customer Service Representative

*your partner  
in food safety*



### **Protecting the food chain for over three generations. Saving lives. Reducing costs, liability and risk.**

At Birko, we take food safety seriously. Nothing is more important to us than making sure the food chain is secure, safe and pathogen free. That's why we're committed to providing the best in environmentally responsible chemistry, state-of-the-art equipment, and excellent customer service. It's all part of The Birko Advantage, an integrated food safety solution of chemistry, equipment and technology provided by highly trained and experienced service professionals.

Birko's expertise and innovation in food safety is built on a strong technical foundation and our team of chemists and microbiologists are industry-leading experts. We supply over 60% of the Top 100 U.S. protein companies and 90% of the top 10 U.S. beef processors. Our penetration in the brewery sector is equally strong as evidenced by our many customers who are winners at the Great American Beer Fest! And in produce, our customers span the nation and include companies with household names and trusted products.

The company is currently recruiting for a **Customer Service Representative** in the Denver (Henderson) office. The Customer Service Representative is responsible for ensuring excellent service standards and maintain high customer satisfaction. The position is entry-level and a high school diploma is required. This position reports to the Customer Service Manager.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:**

- Obtains and processes customer orders via email, phone and fax. Suggests complimentary products if applicable.
- Contacts new customers to provide support. Reaches out to potential customers and provides information on product line.
- Creates and updates all customer cards.
- Work with customer service manager to ensure proper customer service is being delivered
- Answer questions about or terms of sale
- Advise on company information
- Follow communication procedures, guidelines and policies
- Keep customer records of complaints or requests for return
- Answering various customer inquiries via phone and email

### **SKILLS AND QUALIFICATIONS:**

- High School Diploma; Chemistry background preferred
- Ability to multi-task, prioritize and manage time effectively
- 3 years' customer service preferred; strong customer service focus
- Strong written and verbal communication skills
- Ability to work in diverse teams
- Excellent problem solving skills
- Strong Microsoft Office skills

- We recognize that our success would not be possible without the dedication of our employees. Employees at Birko are rewarded via a competitive compensation and benefits package and the opportunity to work with industry-recognized professionals in a growing company.

To apply, please send application materials, with HR Manager in the subject line, to [HRInfo@birkocorp.com](mailto:HRInfo@birkocorp.com). Please note that Birko conducts background checks as well as pre-employment and random drug screens.

For more information about Birko, visit the company website at [www.birkocorp.com](http://www.birkocorp.com).

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