



Position Overview
Delegate Support Representative – EL Segundo, CA

The Company: Advantage Sales and Marketing, LLC (ASM) is one of North America's leading sales and marketing agencies specializing in outsourced sales, merchandising, category management and marketing services to manufacturers, suppliers and producers of food products and consumer packaged goods. ASM services a variety of trade channels including grocery, mass merchandise, specialty, convenience, drug, dollar, club, hardware, consumer electronics and home centers. We bridge the gap between manufacturers and retailers, providing consumers access to the best products available in the marketplace today.

Job Purpose

This position will allow an individual to gain a clear understanding of the sales and marketing function within a field sales rep organization, and how this position interacts with other functions internal to the company, both with Corporate and Field Employees. The Delegate Support Representative position requires a customer service orientated person capable of managing and resolving Delegate questions and complaints in a timely manner.

This individual will provide key operational support to Field Recruiting, Field Operations and Client Services to aid in the execution of client projects. This is an ideal position for someone who is a people oriented individual seeking a career path in customer service, recruiting and project management. The successful candidate will have 2-5 years of customer service experience; performing many of these tasks and functions using Microsoft Excel, Word, Internet Explorer software programs. This position offers direct project involvement and communication with several departments including Client Services, Recruiting and Operations.

The Delegate Support Representative will work closely with our Field Representatives to assist with questions and issues regarding the Field. The Delegate Support Representative will also work with the Field Operations Manager to help create a knowledgebase, FAQ's and further develop a Delegate Resource Page.

Job Responsibilities

1. Serve as a direct point of contact for our Field Representatives.
2. Ensure that our Field Representatives receive an exceptional level of service or help with their questions and concerns.
3. Interact with our Field Representatives to provide information in response to inquiries about programs or services and to handle and resolve complaints.
4. Communicate with our Field Representatives through a variety of means – telephone, email and/or internet.
5. Handle primarily general questions and complaints but may also be specialized on particular programs.
6. May be required to conduct additional research to resolve questions or concerns. You may be required to follow up with an individual Field Representative until a question is answered or an issue is resolved.
7. Resolve Field Representatives complaints according to guidelines established by the company.
8. May be asked to update Field Representative's profiles and maintain database information.
9. May be required to escalate a concern/issue in order to get the complaint resolved.

Required Qualifications

- Intermediate Microsoft Excel (basic formulas, formatting), Word and Outlook skills
- Ability to handle multiple requests and priorities to meet assigned deadlines
- Excellent organization, time management and reporting skills
- Detail oriented
- Strong written and oral communication skills
- Team player
- AA degree and/or some college preferred

Additional Comments and Environmental Considerations: Requirements of vision, hearing, talking, communications, and written skills. Outdoor assignments. Ability to travel from store to store.

Contact Information: Are you passionate about Service Excellence, Results, Integrity, Entrepreneurial Focus and Leadership? These are our values at ASM. Come learn why "Winning Together" is more than just words on a piece of paper. It is the vision by which we live our mission as an organization: *"To create outstanding value for clients and customers through superior sales execution, operational excellence and innovative marketing services."*

For immediate and confidential consideration please contact:

Craig Colligan, Talent Acquisition

Email: craig.colligan@asmnet.com

Phone: 714-933-9351

Principals only please

Advantage Sales and Marketing, LLC is an Equal Opportunity Employer and values workplace diversity.