

Job Description

Customer Service-Latin America

American Takii Inc.

American Takii Inc. is the North American subsidiary of Takii & Company Ltd, Japan. Takii & Co is one of the world's leading flower and vegetable seed breeders, producers and marketers with 181 years of history. For more information, please visit www.takii.com

We currently have an opening for Customer Service-Latin America to work out of our Salinas, CA headquarters.

A. Customer Service:

1. Receive daily communications from customers in Mexico, Central America & the Caribbean by phone, fax or e-mail and answer questions, provide seed availability information and address complaints.
2. Receive daily sales orders by phone, fax, email or contracts and process and deliver sales orders to the warehouse through ABS. Manage changes and adjustments through the order process and inform sales managers or customers as needed.
3. Create proforma invoices for Latin American customers and communicating with sales manager on special pricing, packaging and names.
4. Advise customers of crop situations after review of crop production.
5. Update customers on status of booked items and spot orders.
6. Provide tracking information (B/L, tracking no, FedEx, etc.) for customer orders.
7. Receive/send seed information (tech sheets, catalog info) as requested by customers.
8. Receive sample requests for sample processing.

B. Support Functions:

1. Make arrangements for shipping to Mexico, Central America & the Caribbean and inform warehouse
2. Support Mexico Subsidiary (TBD) with orders to Customers in the region.
3. Contact freight forwarders and shipping companies to determine the best way (rate and efficiency) to ship seed to foreign destinations (including Japan) with proper invoicing and documentation.
4. Process ATI sales orders to invoicing stage for freight collect orders or add shipping costs & tracking information to invoices and send to customers.
5. Fill out Phyto applications (original or re-export) and notify the county agent to inspect the documents.
6. Create Certificates of Origin and take to the Chamber of Commerce for signature
7. Send export document packets (necessary docs) to customers in advance of shipping in order to facilitate import permit applications by the customer.
8. Provide backup to Flower Customer Service, US/Canada Vegetable Customer Service and Logistics as needed (vacation, illness, travel or busy season)
9. Check daily correspondence from Japan for disease test samples and TJ requests for disease test results and confirm tests are completed on ATI purchase orders.
10. Check ABS inventory to confirm germ/dates are current and all disease tests are entered into ABS.
11. Assist in Special Projects such as CA Spring trials and field trials.

C. Job Skill Requirements and Other Details

1. Three years of experience in Customer Experience in the Seed Industry or related fields
2. Minimum AA or AS in Agriculture or Business or a related major such as Logistics, etc.
3. PC proficient with good MS Office Suite Skills (Outlook, Word, Excel, PowerPoint & Access)

4. Understanding of ERP systems
5. Spanish language ability; proficient in speaking, reading and writing English and Spanish
6. US Citizen or able to work legally in the US. Proof of citizenship or residency required.
7. ATI provides Health, Vision and Dental Insurance as well as a 401k
8. Full-time hourly position (non-exempt) with 40 hour weeks

American Takii is an equal opportunity employer and maintains a drug free workplace. For more information, please visit www.takii.com

Please send your resume to Yukie Benech, Customer Service Manager at: ybenech@takii.com