

Wakefern Food Corporation

We have the following internship opportunity in Retail Logistics for the summer of 2011.

Customer Service Intern (Elizabeth, NJ)

Retail Logistics

This internship position is a great opportunity for a student majoring in Communications, or another related field to gain hands on experience working with Wakefern's Retail Logistics Team.

Intern will assist our customers that are both internal (Wakefern staff) and external (ShopRite Stores, PriceRite Stores, Vo-tech schools, Import/Export stores and Wholesale customers) with all aspects related to the ShopRite/Wakefern channels of distribution. This is inclusive of handling a departmental average of 12,000 calls per week from internal and external customers acting as a liaison between stores, product divisions and operations.

Responsibilities are inclusive of but not limited to:

- Provide 24 hour, 7 day a week coverage including most holidays.
- Utilize multiple computer mainframe environments and various PC software
- Handle all inquiries and problems related to store orders and deliveries and provide other general assistance and support.
- Adjust store orders, acknowledging a vast assortment of criteria.
- Process the necessary paperwork to create store pickups.
- Document all information reported by customers pertaining to shortages, overages, misselections, damages and spoilages and apply the appropriate Wakefern procedure or credit policy.
- Investigate, analyze and troubleshoot various store delivery problems.
- Monitor the transmission and loading of all store orders (approximately 7000 orders per week).
- Record store-requested alternate schedule changes for Supervisory implementation.
- Record and maintain time-sensitive information needed for various reporting purposes.
- Communicate different information to and from our membership.
- Act as liaison between the stores and Wakefern Quality Assurance Dept. for the processing of recall information.
- Assist in coordinating the basic aspects of "Wakefern's Direct Delivery Program", e.g., research missing orders, troubleshoot scanning failures, place additional orders.

To be considered a candidate must meet the minimum qualifications:

- Must be at least 18 years old
- Must have completed 24 college credits with a 2.9 cumulative GPA or better
- Must be currently enrolled in undergraduate or graduate school for fall of 2011
- Valid driver's license and flexibility with regard to travel required
- Strong interpersonal and analytical skills with the ability to multitask and manage time effectively
- Self starter with demonstrated problem solving ability
- Strong attention to detail
- Excellent communication skills (written, oral and presentation)
- Strong MS Office skills (Excel, Word and PowerPoint required. Knowledge of Lotus Notes and Access a plus.)
- Ability to exhibit proper business etiquette when dealing with all levels of the organization
- Previous work experience in a retail environment is beneficial

RESUMES MUST BE RECEIVED NO LATER THAN MARCH 25, 2011

Please submit your resume through www.shoprite.com or www.wakefern.com for consideration.
Additional inquiries can be sent to InternshipRecruiter@wakefern.com

EQUAL OPPORTUNITY EMPLOYER COMMITTED TO A DIVERSE WORKFORCE, WHICH REFLECTS THE COMMUNITIES WE SERVE.

