

Date: January 24, 2014

The Coffee Connection Ltd. is a second generation family business serving Albertans since 1978. With over 4500 clients in Alberta, The Coffee Connection continues to grow and is in need of more team members

Job Code: M1S1P4

Job Title: Pre-writer I

Industry: Break-Room Services

Job Location: Calgary and area

Job Status: Full Time

Employment Type: Permanent

Salary level: 2

Salary range: \$14.35 - \$16.18per hour

---- After probation, salary can be influenced based on industry related experience ----

Probationary Salary: \$14.00

Probationary period: 3 Months

Start Date: Immediate

Requirements: Pass a police security review

Possess a class 5 driver's license

Job Role

Reporting to the Supervisor, Pre-Write, the role is to service the company's OCS customers on-site to ensure the customer needs regarding equipment performance, current product placement and availability and new product awareness are satisfactorily addressed.

Job Description

Our Prewrite I position in Calgary services a set group of OCS customers in the city core. Most customer site visits are by public transit with the company providing transit passes as required.

The position involves assessing the customer coffee service's needs, placing customer orders for coffee supplies, ensuring customers coffee equipment is clean and operational, product is merchandised correctly for each kitchen and occasionally assisting with special events.

Your responsibility will be to provide excellent customer service while performing the assigned tasks in order to build long term customer relationships.

You will be responsible for ensuring that customer expectations and needs are fulfilled to their satisfaction.

Job Duties and Responsibilities

Maintains customers by answering product and service questions; suggesting information about other products and services.

Ensure each kitchen at the assigned customer site has the required products, brewing equipment, affiliated and miscellaneous supplies to meet the customer's expectation.

Ensure that appropriate cleaning, with attention to detail, is performed in order to keep on loan equipment functioning effectively.

Using the company technology, ensure appropriate product orders are placed to avoid customer running out of supply.

Ensure accuracy of submitted orders.

Listen to and resolve service complaints.

Collects or picks up empty containers or unsold or damaged merchandise.

Loads truck with orders that are pre-packed and scanned out of inventory.

Occasionally participates in special events to promote the company's products and services.

Contributes to team effort by accomplishing related results as needed.

Wear only approved uniforms at **all times** while on the job.

Adhere to all safety rules - be safe on and off the job site. Be cautious and careful when driving. Immediately report any safety violations to a Manager. Never do **anything** that puts your safety, or the safety of others, in jeopardy.

Any other duties that the Supervisor, Pre-Write may assign to you from time to time.

Job Skills

Customer Service, Coffee Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, , Resolving Conflict, and most importantly a positive attitude.

Job Conditions

There is **no-smoking** at any time while at work.

There is a **3 month probation period** after which the new hire will be eligible for a salary increase based on performance. An additional performance review will be conducted at the 1 year mark and annually thereafter.

There is no overtime or evening work.

A doctor's note is required if anyone calls in sick and cannot come to work.

The company follows all Alberta Labor Standards and Revenue Canada guidelines.

The company issues payroll **Bi-Weekly** on Friday.

The company is closed all **statutory holidays** and **unpaid civic holidays** (first Monday in August). Employee has to be employed for thirty shifts in order to be paid for statutory holidays.

The start time will typically be 7:30 AM, with half hour unpaid lunch, and the finish time is typically 3:30 PM Monday to Friday although these times may vary slightly depending on customers. The working day will start and end at customer sites.

Submitting Application

Submit to: Human Resources

Submit via: email as per ad fax – 403.276.9963