

Let's color the world!

We are GNT, an ambitious and innovative family-run business with a colorful character! With our EXBERRY® brand, we are the market leader in the field of Coloring Foods. Our colorings are 100% natural and are made from fruits, vegetables and plants.

We are world champions when it comes to utilizing the bounty of nature and strive to continuously innovate and improve natural color ingredients for the consumer. By carefully preserving all of nature's beauty and goodness, we are able to offer our clients the highest quality and most reliable products. This is what continues to motivate us every day!

The most important ingredients for GNT's success are our employees and the cooperation that exists between them. We believe in teamwork, and we are there for one another, our clients, our suppliers and our partners. That is what makes us GNT.

Due to the growth of GNT we are seeking a

## Bilingual Customer Service Associate (Order Processor)

The Bilingual Customer Service Associate is responsible for tasks such as high-volume order entry, answering customer inquiries, managing orders, invoicing, and confirming product availability. This role collaborates closely with the Supply Chain, Warehouse, Finance, and Account Management teams to ensure smooth operations.

### The role:

- Work with the Customer Service team in the GNT-orders inbox.
- Entering all customer orders received daily.
- Answering and assisting customers with questions or concerns.
- Working with Account Management team to ensure pricing is correct on orders.
- Maintain Customer Master Data in the ERP system.
- Entering customer complaints in the Betty Blocks system.
- Working with correct departments to ensure customer complaints are handled in proper manner and timeframe.
- Assisting in training potential new hires for departments.
- Working with warehouse team if customer shipment issues arise.
- Confirm product availability before entering orders. Work closely with Supply Chain for items that are not in stock for immediate shipment and advise customer or account manager availability date.

- Working with Supply Chain to ensure all orders are properly reserved for shipping.
- Invoicing and closing out orders.
- Sending documents to customers and working with proper departments if customer service team does not have access to the documents.

#### Additional responsibilities:

- Complete all assigned safety training in a timely manner.
- Stay current with all required training and ensure timely completion.
- Follow the Company's established processes, procedures, and policies, ensuring compliance with Good Manufacturing Practices (GMPs), Personal Protective Equipment (PPE) requirements, Safe Quality Food (SQF) standards, and product quality guidelines.
- Maintain a collaborative team mindset while actively supporting GNT's Food Safety culture.
- Maintain a clean and organized work environment, ensure your uniform is neat at all times, and support colleagues in adhering to hygiene standards.

#### About you, as our ideal candidate:

- 3+ years of experience in customer service
- 3+ years of experience in order entry/order processing
- Bachelor's degree in Business, Communications, Supply Chain Management, or a related field, or equivalent education and professional experience
- Ability to effectively manage multiple projects and priorities
- Strong communication and interpersonal skills
- Excellent problem-solving capabilities and attention to detail
- Strong organizational and time management skills
- Self-motivated and capable of working independently, as well as collaborating within a team
- Proficient in customer service software and order management systems (e.g., ERP systems, CRM platforms)
- Working knowledge of Microsoft Office Suite, including Excel, PowerPoint, Outlook, and Teams
- Fluency in both English and Spanish (written and verbal) is required
- Prior experience guiding or supporting team members is a plus, but not required

#### What do we find important?

GNT operates globally, being an independent, family-owned business committed to investing in products, technology and importantly, our people. The GNT values are the basis of our daily activities. That's why we think it's important that we fit together. GNT employs people who

are enterprising and take responsibility. Customer and service orientation is of course paramount! We always take that extra step to offer our external and internal customers the best service. In addition, we do everything we do as sustainably as possible. We are open and honest with each other and bring out the best in each other.

### What do we offer you?

GNT USA offers a very competitive salary, bonus potential, comprehensive benefits, and ample opportunity for future career growth.

### We color the world, do you?

GNT USA is proud to be an Equal Employment Opportunity/Affirmative Action employer committed to an inclusive and diverse workplace. All qualified candidates will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, age, pregnancy, genetic information, creed, marital status or any other consideration prohibited by law or by contract.

All your information will be kept confidential according to EEO guidelines.

Please send all resumes to our HR department at [hschwark@gntusa.com](mailto:hschwark@gntusa.com) for consideration. Applicants must be authorized to work for ANY employer in the U.S. We are unable to sponsor or take over sponsorship of an employment Visa at this time.