

Job Profile

Job Title: Bakery Technical Service Representative

Purpose of the job

This position will promote the sale of bakery products by providing effective bakery technical support services directed to in-store supermarket accounts.

Organization Chart

VP of Sales, Strategic Customers
- West

Bakery Technical Service
Representative

Reporting

- Hierarchical and functional reporting to the VP of Sales, Strategic Customers – West.

*This position will be located in Minnetonka, MN.

Company Profile

CSM Bakery Products, based just outside of Atlanta in Tucker, GA, manufactures a wide range of bakery products and ingredients for in-store and foodservice markets as well as artisan and industrial bakeries. One of the largest bakery manufacturers in North America, CSM Bakery Products' family of brands includes some of the industry's most trusted brands including Brill, Best Brands, Henry & Henry, Karp's, Telco, Multifoods and Fantasia. For more information, visit www.csmbakeryproducts.com.

Contact Information

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Result areas

- Provide innovative solutions through bakery product formulation and ingredient functionality
- Demonstrate/train new or existing company products
- Provide technical problem solving to customer or sales personnel concerning bakery product or production problems
- Participate in plant baking trials
- Provide prompt communication of data as needed
- Other duties as assigned by management

Main Competencies

- Candidate must have great Team Skills; contributes to team development and performance to achieve team and organizational goals.
- Candidate should be a self-starter with excellent interpersonal skills, able to work flexible schedules w/o daily structure, and be able to become a technical expert/trainer on products
- Candidate must be trainable
- Candidate should be experienced in leading group presentations & possess flair for exceptional retail merchandising.
- Candidate should make efforts to understand the customer, and establish good relationships with others and display a professional image.

Skills/ Knowledge & Experience

- Diploma/Certificate/Bakery Technical Training from an accredited school in baking trade required
- 5+ years of retail bakery production experience, including production formulation, baking, mixing, and plant operations along with high customer contact required
- AIB certification/membership preferred
- Computer proficient
- Strong technical skills
- Strong understanding of commercial bakery equipment
- Good verbal and written communication skills
- Good problem solving skills
- Must be willing to travel (some international) up to 30%

* It is the responsibility of the employee to notify his/her current manager regarding a job bid for a position in a different department.