

Grassland Dairy Products, Inc. has been a leading manufacturer of butter and dairy ingredients since 1904 and is looking to add a Quality Customer Service Assistant to our team in Greenwood, WI. With additional facilities across Wisconsin, Nebraska and Utah, Grassland is a key player in the dairy industry dedicated to producing high quality products while maintaining a positive work environment for a driven, talent-filled team of employees.

The Quality Customer Service Assistant will support the Senior Quality Assurance Specialist in addressing all manners of inquiries, both internal and external, with regard to Grassland products, facilities and documentation.

Essential Duties and Responsibilities:

- Receive customer complaints; initiate and follow internal investigations through to completion; communicate as needed with production, sales, and/or customers related to complaints; log pertinent information for proper tracking/trending of complaints.
- Complete, maintain and distribute documentation related to food safety and general product information for Grassland facilities, suppliers and customers as needed.
- Assist in the management and maintenance of product specifications.
- Research regulations and other sources of technical information on an as-needed basis for completion of documentation and verification of compliance.

Knowledge, Skills, and Abilities:

- Ability to effectively manage multiple tasks and duties.
- High level of attention to detail and accuracy of information.
- Exceptional leadership characteristics, communication skills and ability to interact with management and employees.
- Above average proficiency with Microsoft Office to successfully interact with customers, suppliers, auditors and technical support groups.

Education and Experience:

- High School Diploma or General Education Degree (GED).
- 1 year of customer service or administrative assistant experience preferred.

Above the Rest Benefits:

- Competitive compensation and weekly pay period.
- Weekend double time pay and shift premiums.
- Zero premium, company-paid health, dental and life insurance.
- Short-term disability.
- Profit sharing plan with 401(k) enhancement, matched.
- On-site health care and wellness initiatives.

Grassland Dairy Products, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Grassland complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.