



Your Committed Partner in Excellence!

Position: Full-Time Administrative Support Specialist
Company: Chrane Foodservice Solutions, LLC
9155 Sterling Street, #140 Irving, TX
Position Reports to: Chris East, Principal and Nick Hughes, General Manager
Job Creation Date: April 11, 2022
Interview Period: April – May, 2022
Start Date: As soon as available

About Chrane Foodservice Solutions, LLC:

Since its inception on January 2, 2008, Chrane Foodservice Solutions, LLC (Chrane) has evolved from three employees with a few manufacturers to a leading manufacturers' rep organization recognized for innovation in the foodservice equipment and supply markets of Texas and Oklahoma.

Chrane's Core Values are built on the following:

- Continuously build relationships on a foundation of trust and integrity
- Passionately driven
- Collaborative and Solution-oriented
- Fun, authentic and tribal
- Sensei and Grasshopper

At Chrane, we "Chraniacs" work hard, hold each other accountable and expect to have a high level of success for our manufacturers as well as provide solutions for our customers. And along the way we have a tremendous amount of fun!

Reason for the Administrative Support Specialist Position:

Currently Chrane has a need for additional administrative support for the Leadership team. With our continued growth and desire for complete sales support and the highest level of customer service, we are hiring a teammate that offices in our Irving office and will support the team per the requirements listed below.

What You Can Expect from Chrane:

As an integral member of the Chrane family, here is what you can expect from your company:

- Competitive salary, plus annual bonus based on individual and company performance. The more instrumental you become to Chrane's successes, the more you can expect to earn each year. Bonus opportunity to begin following completion of training period
- Business related expenses paid (travel, supplies, meals, technology, auto compensation, customer entertainment, etc.). We are not afraid to arm our team with the latest and greatest resources to be effective. NOTE: Travel for this position will be limited following the training period.
- 401(k) retirement program with matching company contributions
- Medical insurance
- PTO: 16 working days per year. After 5 years of employment, PTO increases to 21 working days per year. While we work hard and play hard throughout the year, we understand the need to unplug and get away for a while. PTO is available after 30 days of employment.
- Clearly defined expectations and corresponding coaching from Chrane's Management Team, who will get in the trenches with you if needed to help you develop and thrive at Chrane

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- Support from a talented group of inside sales support professionals that are here to train and help make you a successful teammate.
- Extensive onboarding and ongoing mentoring from Chrane's inside sales team and management
- Human resources and accounting support to ensure your benefits, salary, and accounting needs are met
- Continued opportunities for additional growth and responsibilities, based on a track record of proven successes

What Chrane Will Expect from You (Includes, but not limited to):

As an Administrative Support Specialist on the Customer Success Team, you will be responsible for high-level support of the management team, and our manufacturing partners. How do we expect you to accomplish this?

Mental Requirements:

- **Knowledge is Power:** We will provide you with as many training opportunities and resources as needed. We also expect you to use them and seek out more knowledge on your own to truly understand the importance of your role. You will learn the foodservice manufacturing industry and Chrane inside and out. We are looking for a motivated, self-starter who takes the initiative to want to learn and grow in their role
- **Time Management:** You must be able to map out a schedule, often weeks or months in advance. We will hand you a clear-cut schedule for the first 60 days of employment, with an in-depth onboarding process. After 60 days of employment, you should be able to manage your schedule, with minimal coaching assistance along the way
- **Juggling Act:** You must be able to manage multiple projects simultaneously. Organization and prioritization are paramount in our business. You must be able to keep your own ducks in their respective rows as well as seek help from your peers where needed
- **Self-motivation:** You must have the desire and take the steps to be the best support your peers and our manufacturers without prolonged hand-holding
- **Ethical approach:** Self-explanatory. This applies to all the above. This is non-negotiable

Administrative Support Specialist Functions:

- Assist owner Christopher East & Nick Hughes with daily tasks including but not limited to: canvassing/managing emails, tackling personalized marketing, specification writing; coordinate travel and entertainment arrangements; manage calendar appointments, Chrane and Manufacturer reports generation, presentation creation, and more.
- Communicate and liaise verbally and in writing between customers, manufacturers, and Chrane staff. Candidate must be able to interpret and respond clearly and effectively to verbal requests over the phone or in person, as well as written instructions
- Create, print and/or organize any pertinent documents for training sessions, product presentations, or marketing events as needed
- Research information that is pertinent to sales activities. Organize and present in a concise manner
- Manage, organize, and update relevant data using database applications and spreadsheets as well as assist in keeping Salesforce account information updated as needed
- Assist in successful project follow-up and project negotiation efforts

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- Resolve product or service problems by clarifying the customer's need, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution
- Participate in company meetings, conferences, projects and team activities
- Assist in General Manager and "Smarketing" related to-do items, including address action items, market research and manufacturer research.
- Work with vendors to compile quotes, process vendor purchase orders and proficiently communicate through to completion any install, service, or construction related projects with the vendors and respective customers
- Collaborate with the Customer Success Team members – must be capable of effectively communicating with all Customer Success functions. Continuously cross train as new Customer Success staff and functions are implemented
- You must be prepared to spend the occasional evening or weekend conducting company business. Our job is not always 8am-5pm, Monday through Friday, so a true understanding of going the extra mile is necessary
- Perform other job functions as needed to ensure company success
- Have fun. We expect results from our team, but a significant component of our "Chranic" culture is having some fun along the way

In addition to the defined inside sales support responsibilities, you will take an active role in and demonstrate proactive participation and teamwork associated with Chrane's overall growth in Texas and Oklahoma. We ask you to also provide critical and instrumental input in both the day-to-day and long-term direction and performance of Chrane.

Requirements & Qualifications:

- 2+ years office/ administrative support experience preferred, ideally in Commercial Foodservice Equipment & Supplies
- Solutions-oriented thinker with the ability to think visually as well as verbally
- Proven ability to manage multiple tasks and team members effectively
- Excellent written and oral communication skills
- Strong organizational skills with ability to multi-task, set measurable objectives, and manage timelines
- Willingness to do what needs to be done and get your hands dirty. Sometimes this means physically dirty. We all pitch in to clean the office, test kitchen and warehouse at times
- Will professionally and socially engage with customers and industry peers
- Possess ability to uphold company brand, culture and values
- Proficient in Microsoft Office, including Word, Excel and PowerPoint. Experience with Salesforce.com is considered an additional positive
- Pass all background checks
- Successfully pass the online Wonderlic Test by Chrane standards
- The Administrative Support Specialist must live in the metro Dallas-Fort Worth area and be able to commute to work in the Chrane Irving, TX physical office daily. This is not remote position.

Travel Expectations:

- Some overnight travel will be required, typically not to exceed 4-6 nights per quarter, participating in:

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- Chrane quarterly meetings
- Trips to Chrane's manufacturer partners' facilities for training and education
- Trips to the DFW Houston office to train with teammates as needed
- The initial 90-day onboarding and training process will be based out of Chrane's Irving, TX office. The first 90 days of employment may involve heavier travel than normal so be prepared mentally and physically for this demand.

What to Expect from the Interview Process:

- Initial Application Process as defined below
- Initial Phone Call Interview with Nick Hughes, General Manager (Phase 1)
- Background Check
- In-Person Interview with Nick Hughes, General Manager & Christopher East, Principal - DFW area (Phase 2)
- Completion of Wonderlic Online Testing
- Second In-Person Chrane Management Interview and Team Interaction Activity Component - DFW area (Phase 3)
- Chrane will cover all travel costs associated with the interview process. Applicants must "pass" each Phase prior to being invited on to the next Phase

Applicants, please send the following information to Jamie Guidry, HR Manager, at jguidry@chranefs.com:

- Resume
- Cover letter
- Three professional references
- Any questions regarding the position
- Complete the employment application found online at www.chranefs.com
- Incomplete information sent to Jamie Guidry may result in applicants not being considered for employment

For more information about Chrane Foodservice Solutions, LLC please contact Jamie Guidry at the email address above or visit www.chranefs.com.

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