



Customer Success Representative

Chrane Foodservice Solutions Houston or Dallas, Texas, United States (On-site)

Chrane is seeking a Customer Success Representative to provide critical inside sales support across equipment quoting, purchase order management, and customer coordination. This role ensures accurate and timely execution of sales activities while partnering closely with customers, manufacturers, and the outside sales team. The ideal candidate is organized, responsive, and able to manage multiple priorities in a fast-paced, relationship-driven environment.

Seniority Level

Associate

Industry

Food and Beverage Services, Hospitality, Wholesale

Employment Type

Full-time

Job Functions

Sales, Customer Service, Administrative

Skills

Purchase Orders
Price Quotes
Order Processing
Order Management
Sales Order Processing
Customer Service
Problem Solving
Time Management
High Level of Accuracy
Post-Sales Support

What You Will Do

- Serve as a central point of coordination between customers, manufacturers, and internal teams, ensuring clear, timely, and professional communication across all interactions.
- Support full order lifecycle from initial quote through purchase order processing, tracking, delivery coordination, and follow-up to ensure accurate and timely execution.
- Assist in preparing and delivering equipment and supply quotes, ensuring accuracy, completeness, and alignment with customer needs.
- Maintain and update customer and account data within Salesforce and internal systems to ensure accuracy, reporting visibility, and effective sales planning.
- Conduct research to support sales efforts and present findings in a clear, organized format to enable informed decision-making.
- Prepare materials and coordinate logistics for training sessions, product demonstrations, and marketing events.
- Coordinate with manufacturers, vendors, and internal teams to confirm product availability, lead times, and delivery expectations.
- Address customer inquiries and resolve issues by identifying root causes, coordinating solutions, and ensuring full resolution in a timely manner.
- Support achievement of team goals related to quote turnaround time, order accuracy, and overall customer satisfaction.
- Identify opportunities to improve processes, increase efficiency, and enhance the overall customer and sales support experience.
- Participate in team meetings, company initiatives, and cross-functional projects.
- Crosstrain across Customer Success functions to provide flexible support and ensure continuity as the team evolves.

What We Are Looking For

- Bachelor's degree or equivalent combination of education and 2 years of experience in inside sales support, customer service, or administrative roles with direct exposure to purchase order management, order processing, and quoting activities preferred.



- Demonstrated experience managing purchase orders, invoices, and order tracking with a high level of accuracy and attention to detail.
- Strong communication skills with the ability to translate information clearly across customers, manufacturers, and internal stakeholders.
- High attention to detail with strong organizational and time management skills.
- Ability to manage multiple priorities in a fast-paced environment while maintaining accuracy and follow-through.
- Solutions-oriented approach with the ability to assess situations, identify root causes, and take appropriate action.
- Collaborative mindset with a focus on supporting team success and delivering excellent customer experience.
- Proficiency in Microsoft Office, including Word, Excel, and PowerPoint.
- Experience with Salesforce or similar CRM platforms preferred.
- Familiarity with quoting tools such as AutoQuotes or similar platforms is a plus.

Travel

- Onsite role based in Houston or Dallas.
- Occasional travel to attend company meetings, manufacturer events, and training.

Why Join Chrane

Chrane Foodservice Solutions represents leading manufacturers in the foodservice equipment and supplies industry. Our culture is built on collaboration, strong relationships, and a genuine passion for serving our customers and partners. We believe great workplaces are built by people who take pride in their work and enjoy creating an environment where others can succeed.

Pay and Benefits

We offer a competitive compensation package along with comprehensive benefits, including health coverage, paid time off, retirement savings, and professional development opportunities. Our supportive, collaborative culture ensures you're valued and set up for success.

Equal Opportunity Statement

Chrane Foodservice Solutions is an Equal Opportunity Employer. We are committed to creating an inclusive workplace that values diversity and welcomes individuals of all backgrounds. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other protected characteristic under applicable laws. We believe that a diverse and inclusive team strengthens our organization and enhances the work we do.