

Order Entry

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: DOE

Employment status: Contract / Temporary to Hire

Description

The Order Entry position will require direct communication with customers, the sales team, logistics personnel, as well as, interdepartmental communication. The CSR will be heavily involved with various systems for data entry and customer management to achieve high level customer satisfaction.

Key responsibilities include the following:

Interface with customers via phone, email and in person to provide overall customer satisfaction.

Accurate and timely processing of customer orders to ensure satisfaction.

Promptly respond to customer inquiries regarding product, service and account.

Handle and resolve customer complaints in professional manner.

Obtain and evaluate all relevant information to handle product inquiries.

Provide pricing, service and delivery information to customer in timely manner.

Regular and accurate maintenance of customer account information in database.

Direct communication with sales representatives to provide accurate information regarding samples, customer orders and inventory levels.

Strong time management skills to meet team and individual deadlines.

Record details of customer interactions in Salesforce for future reference by CS Department or other departments within the company.

Follow up within 24 hours of all customer request.

Work cross functionally to provide necessary customer information and assistance to Regional Sales Managers, and sales rep.

Provide feedback and recommendations to Customer Service Manager to improve processes and customer service efficiencies.

Communicate and coordinate customer order requirements effectively with distribution center and 3PL partners.

Flexibility to adjust and adapt to meet customer needs as well as internal requirements.

Requirements

High school diploma or equivalent required, college degree preferred.

Minimum of 2-3 years of previous B2B customer service experience desired.

Must be able to work in a team environment to meet deadlines.

Professional and courteous communication skills: by telephone, in person and in writing.

Knowledge using ERP programs for order processing and data gathering, preferred experience with Epicor, MS Dynamics or NetSuite.

Knowledge of MS Office and shipping company software (UPS, FedEx, etc.).

Experience with CRM systems (Salesforce, etc.).

Strong attention to detail to ensure accuracy of orders and overall customer satisfaction.

Organized, flexible, able to follow instructions and receive feedback.

Exercises good judgment within defined procedures and practices to determine appropriate actions and problem solve as needed.

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