

ASA Customer Service Representative – Order Entry

DEPARTMENT: Customer service

Organization: This position reports to the Order Fulfillment Supervisor.

Accountability: This person ensures all customers are properly serviced in the customer service order entry environment. Customer's request is fulfilled accurately, efficiently, and on time to the highest standards and to the Customer Service Code of Conduct guidelines.

Responsibilities:

- Timely and accurate processing of all incoming orders via fax or email in accordance of stock levels and lead times.
- Reporting of all order entry operating issues.
- Maintaining and updating order confirmation contacts.
- Verification of order confirmations.
- Maintaining and publication of Customer Shutdown list.
- Assisting order checker with Customer Notes and Order print messages.
- Assisting with other order fulfillment responsibilities.
- Miscellaneous – any other request made by the manager that is work related.

Qualifications: Education: High School graduate or GED and must be at least 18 years of age.

Experience: Previous data processing experience.

Knowledge / Skills:

- Must be detail oriented.
- Must be able to communicate with internal and external customers, both verbally and in written form
- Must be able to multi-task.