

### 1. SUMMARY

Responsible for the guidance of Customer Support and Order Processing personnel.

### 2. PRIMARY RESPONSIBILITIES

- Manage the work flow within customer service and order processing
- Create a culture of continuous improvement to ensure high quality service standards and timely delivery are achieved
- Provide suggestions to improve the efficiency of the order process proactively
- Make recommendations about the hiring and terminations of order processing specialists and customer service support specialists
- Train, supervise and evaluate performance of order processing specialists and customer service support specialists.
- Supervise the entering of orders into ERM and CRM systems
- Supervise the entering and verification of part lists for project orders
- Verify order status and submit to production
- Keep track of and apply order changes
- Collect all necessary information pertaining to customer orders from the appropriate departments
- Establish, maintain, and update files, databases, records, and other documents; develop and maintain data pertaining to customer orders and customer complaints.
- Process customer complaints and claims in a timely and professional manner.
- Able to manage all kinds of order issues and provide relevant information to the customers and to the Sales department
- Compose daily reports and correspond routinely with other departments regarding order processing and/or customer service related topics. General administration of the order processing and customer service support functions of the Sales department
- Perform all other tasks as assigned by the VP of Sales

### 3. ADDITIONAL RESPONSIBILITIES

- Support the Sales department
- Assist with project tracking and interdepartmental communication
- Organize and assist customer service support specialists with the creation and mailing of new customer packets.

### 4. KNOWLEDGE AND SKILL REQUIREMENTS

- Bachelor's Degree in Business Administration or Accounting and 3+ years of order management experience
- Proficient in Microsoft Office, especially Outlook and Excel

- Experience with SAP strongly preferred
- Team leader and management/supervisor experience required
- Strong and effective communication skills, both written and verbal
- Ability to multitask under minimal supervision with an eye for detail
- Strong organizational and time management skills
- Ability to work well under pressure and juggle multiple deadlines in a fast paced environment
- Great attention to detail
- Ability to build strong internal relationships with other departments
- Ability to work independently and as part of a team
- Ability and willingness to take initiative
- Reliability and willingness to work 40+ hours a week to meet deadlines
- Willingness to travel at least 25% of the time