



JOB DESCRIPTION

POSITION TITLE: Order Entry Specialist

DEPARTMENT: Logistics

REPORTS TO: Director of Logistics

PURPOSE OF POSITION:

Responsible for day to day logistics functions including order entry, customer support and processing of returns.

TOP PRIORITY FUNCTIONS – Not limited to the following

- Order entry processing and logistical fulfillment
- Dealer and consumer support regarding orders, logistics, concerns regarding shipments, etc.
- Process returns and ensure proper documentation/communication with appropriate departments and third party vendors
- Ensures data integrity in CRM

TO PERFORM FUNCTIONS EFFECTIVELY AND EFFICIENTLY:

- Strong verbal and written communication skills - ability to write clear, organized emails and documents
- Well-honed interpersonal skills and an ability to get along with others
- Strong organizational skills
- Attention to detail
- Boundless energy and team spirit

OTHER FUNCTIONS:

- Submits shipping claims w/ supporting documents
- Commitment to service dealer needs and be a great ambassador for the company

MINIMUM KNOWLEDGE & EXPERIENCE:

- 2 years' logistics, order entry or customer service experience
- Comfortable user of OS X and comfortable in MS OS.
- Proficient in MS Office Suite (Competent in Excel, Word, PowerPoint)
- Salesforce experience a plus

WORKING CONDITIONS/SAFETY HAZARDS:

- Standard office environment

This job description is intended to cover the major responsibilities of the position; however, the incumbent may be asked to perform other duties. Incumbents will be evaluated in part based on their performance of the functions listed in this job description.