

JOB POSTING

Job Title: Order Processor (Temp-to-Hire)
Department: Customer Service
Salary/Wage: DOEE
Reports to: Customer Service Manager
Date of Posting: November 16, 2018

Job Duties:

1. Accurately processes domestic customers' emailed/faxed orders as assigned while adhering to all processes and procedures.
2. Enters orders into the ERP software system to create invoices, ensuring that all proper discounts, special pricing and/or arrangements, terms of payments, and shipping details are properly applied to order. Ensures that invoices are successfully submitted through various EDI systems.
3. Looks up customer orders / invoices and provides pertinent information, such as totals, dates, and tracking information.
4. Processes credit requests.
5. Receives and documents customer returns, damaged products, expired products, misshaped products, when requests are emailed/faxed. Completes appropriate form and makes note of transaction in the ERP system.
6. Processes orders with minimal errors. Ensures all tasks are completed in a timely manner such that deadlines can be met.
7. Follows up on orders not meeting probiotic minimum.
8. Informs customers of short-dated items.
9. Maintains confidentiality of all customer and company accounts and its relevant information.
10. Performs any other duties as may be assigned by the Manager or Supervisor.

Job Requirements:

1. High School Diploma required; Associate Degree preferred.
2. Prior experience in the vitamin/supplement/nutrition industry preferred.
3. Strong verbal communication skills.
4. Excellent data entry skills (Please include data entry scores- speed and accuracy).
5. Ability to multi-task, prioritize responsibilities and must be detail oriented
6. Strong follow through and organizational skills
7. Team player
8. Strong computer skills and proficiency in Microsoft Office programs
9. Excellent problem resolution skills
10. Adaptable in a fast-paced environment.
11. Excellent work ethic
12. Local candidates only (Los Angeles, CA location)
13. Must be agreeable to posted wage.

Job Status: Non-Exempt; Temp-to-Hire (Paid Work Interview)
Schedule: Monday through Friday (TBD)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to occasionally alternate between sitting and standing positions. The employee frequently is required to reach with hands and arms, use hands and fingers to handle controls, computer and mouse; talk and hear. The employee is occasionally required to walk, stand, stoop, and lift as required to file documents or store materials throughout the work day. Specific vision abilities required by this job include close vision and the ability to adjust focus. Proper lifting techniques required. May include lifting up to 25 pounds on occasion.