

## JOB POSTING

**Job Title:** SENIOR ACCOUNT SPECIALIST  
**Department:** Customer Service  
**Salary/Wage:** DOEE  
**Reports to:** Customer Service Manager  
**Date of Posting:** February 10, 2017

### Job Duties:

1. Enters direct to Consumer and Amazon Drop Ship orders into the ERP and / or EDI software systems to create orders, invoices, and acknowledgements, while ensuring that all proper discounts and special pricing have been correctly applied.
2. Works on many different e-commerce platforms (Amazon, Shopify)
3. Reconciles ACH payments (Shopify, Paypal, Amazon) and inputs invoice numbers, order numbers, and amounts for applicable accounts.
4. Prepares all necessary shipping and order documentation. Relays all vendor shipping instructions, delivery dates and requests to the Freight, Picking and Shipping Departments in a timely manner.
5. Reviews and monitors customer accounts for any changes and/or discrepancies.
6. Follows up with customers to resolve problems and/or answers any additional questions or inquiries they may have. Additionally, will escalate customer /purchase orders to management as necessary.
7. Researches chargebacks and builds dispute cases to recover funds back.
8. Prepares accurate and appropriate responses to disputes.
9. Communicates with the Freight and Production Departments on allocation of inventory and shelf life of products.
10. Investigates credit requests, short ships, and verifies the validity of customer chargebacks.
11. Receives and documents customer returns, damaged products, expired products and miss-shipped products.
12. Processes orders with minimal errors. Ensures all tasks are completed in a timely manner such that deadlines can be met.
13. Utilizes the company's phone system and all its relevant functions. Additionally, stays up to date on all the company's products and services.
14. Maintains confidentiality of all customer and company accounts and its relevant information.
15. Performs any other duties as may be assigned by the Manager.

### Job Requirements:

1. Bachelor's Degree required.
2. Previous customer service with knowledge of Accounting concepts
3. Strong verbal communication skills.
4. EDI experience preferred.
5. Excellent data entry skills (Please include speed and accuracy scores).
6. Ability to multi-task, prioritize responsibilities and detail oriented
7. Strong follow through and organizational skills
8. Proficiency in Microsoft Office programs required, particularly Excel
9. Adaptable in a fast-paced environment.
10. Excellent work ethic

11. Local candidates only (Los Angeles, CA location)
12. Must be agreeable to posted wage.

**Job Status:** Full-Time, Non-Exempt

**Schedule:** Monday through Friday (Hours 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.