



Title: Customer Service – Two Harbors

Reports to: Operations Manager

Exempt Status: Non-Exempt

Summary:

This position will provide limited customer service support for customers. Will perform a variety of office assistance, support, and clerical work, including customer order entry and strong customer service support. Must be able to handle multiple priorities and frequent interruptions.

Primary Duties:

- Data entry in IFS and inventory control.
- Reporting in QT9 system and document control.
- Order Support - Follow-up on orders placed, purchase orders-as needed, coordinate customer orders with production.
- Strong Customer Service Support working with Pineville.
- Receiving department duties—adjust PO's to reflect exact quantities received and register purchase order arrivals.
- Answer incoming calls, greet visitors, receptionist duties and order office supplies
- Recording Safety Committee and other meeting notes as needed.

Non-Essential Duties:

- Perform miscellaneous duties as requested by supervisor

Experience:

- High school graduate or equivalent
- Minimum of two (2) years' experience in a similar business environment and / or training.
- Or equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities to perform the job.
- Experience with Microsoft Office, Excel, Word and Outlook applications preferred using PC Windows environment