

POSITION DESCRIPTION

TITLE: Order Entry Clerk (Part-Time, AM Hours)
DEPARTMENT: Customer Service
REPORTS TO: Customer Service Manager

OVERALL ROLE:

Provides data entry and research support to the Customer Service Group

ESSENTIAL RESPONSIBILITIES:

- Enter customer orders or change orders ensuring accuracy, expeditious processing and compliance to Hoffer Plastics and customer policies.
- Daily review of scheduled transportation of orders for appropriate on-time delivery, minimizing shipping costs and advance notice to the shipping department and customer service.
- Receive customer order cancellations: research and determine if any material or finished goods liability exist at the time of cancellation and notify inside sales representative.
- Input customer consumption and reconcile inventories
- Assist Customer service with daily administrative tasks.
- All team members shall:
 - o Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
 - o Continue to grow job specific knowledge and use tools to identify and assist with continuous improvement.
 - o Comply with safety regulations and maintain clean and orderly work areas.

QUALIFICATIONS:

- In-Depth knowledge of customer service skills.
- Expertise in use of ERP (Enterprise Resource Planning) systems.
- Strong computer skills.
- Must be results oriented with a focus on customer service.
- Perform effectively under pressure while maintaining a professional manner

Hoffer Plastics is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.