

ORDER ENTRY / CUSTOMER SERVICE

Job Description

Hours: Mon – Friday 8:00am -5:00pm; ***plus every other Saturday 8:00am- 1:30pm***

Status: Fulltime Hourly

Reports To: VP of Operations + Administrative Lead

Position Purpose

Responsible for specific and detailed clerical and customer service procedures. This position involves approximately 75% data entry.

Ideal Candidate

Sharp individual, focused and detail oriented with excellent computer/data entry skills, committed to providing exceptional customer service.

Requirements

- Minimum 2 years Customer Service / Call Center experience – preferably in Automotive Industry
- Experience using multi-line phone systems
- Pleasant phone voice and demeanor
- Must type 55+ wpm (**heavy data entry**)
- Data Entry / Order Entry experience required
- Proficient using Microsoft Office: Word, Excel, Outlook
- Able to compose Excel spreadsheets
- Possess good verbal and written communication skills
- Able to multi-task and prioritize while working in a fast paced environment
- Resourceful and self-motivated; able to work independently as well as in a Team
- Have a Team-Player mentality; be customer focused
- Excellent attention to detail, organizational and follow-up skills needed
- Bilingual/Spanish preferred, but not required
- eBay experience a **PLUS!**
- *****Must be able to work every other Saturday *****

Job Duties: responsibilities include, but are not limited to:

- **Backup Receptionist duties; including COVID-19 screening of employees, customers and guests.**
- Answering calls, routing calls and taking messages.
- Answers phone inquiries regarding order status and order tracking
- Order entry - processing incoming/outgoing orders
- Order scheduling
- Minor inventory management
- Maintaining Excel spreadsheets
- Filing and maintaining office files
- Contributes to Team effort by accomplishing assigned tasks in a timely manner
- Performs other administrative/clerical office duties as assigned.

Experience Required:

- **Data Entry:** fast/accurate order entry skills
- **Excel:** VLookUp, pivot tables, formulas
- **Customer Service:** comfortable speaking to customers
- **Phones:** answering multi-line phone system
- **Front Desk/Reception:** greeting visitors