Our innovative and growing company is looking to fill the role of order processor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for order processor

- Verifies pricing is correct and invoicing is done daily
- Compiles pertinent information for and generating accurate configurations and customer/end user profiles in ERP system, recommends changes
- Responsible to maintain a high level of product and program knowledge by reviewing and understanding written materials and utilization of Baan and partner/customer tools
- Provides information to on all significant sales opportunities
- Responsible for collecting and providing all required information for accurate order processing and will reject or approve order for entry into system and communicates to customer
- Responsible to maintain an industry leading customer satisfaction rating by providing timely, professional and accurate responses to customer/partner/end user inquiries and requests
- Escalates customer satisfaction issues to Customer Care Center Management and Operations Organization
- Accountable for order and sales KPI's per month
- Gather a reasonable amount of units to carry from source case to destination cartons
- Pick, pack and process multiple orders at the same time

Qualifications for order processor

- Experiece with NetSuite and Order processing
- Proactively manage allocation exceptions for all product lines liaising between customer service and planning groups
- Work with various planning groups to optimize inventory during shortages including tracking materials from suppliers to distribution centers
- Provide direction to customer service groups for order changes, coordinate drop shipments, product substitutions
- Coordinate rollouts for retail customers with sales, customer service, planning and DC operations