

# UNITED ELECTRIC CONTROLS JOB POSTING

**Job Title:** Customer Service & Order Entry I

**Department:** Sales & Marketing

**FLSA/Hourly Rate:** Non-exempt, \$28 - \$31/hour commensurate with experience

**Purpose:**

Provide best-in-class, customer-focused support to all customers including UE sales team, channel partners, OEMs and end-users to ensure customer satisfaction. Support UE sales team in meeting and exceeding revenue growth targets. Process customer orders expeditiously and accurately through UE ERP system.

**General Qualifications:**

- High school diploma or equivalent and/or 0-3 years related experience.
- Ability to follow oral and written English instructions, and strong reading, math and communication skills.
- Demonstrated proficiency with basic computer and Microsoft Office skills.
- Knowledge of enterprise resource planning (ERP) software.
- Detail oriented, multi-tasking individual willing to work in a fast-paced, team based environment.
- Commitment to continuous learning and improvement.
- Conversational Mandarin, Spanish or Portuguese language a plus.

**Typical Responsibilities:**

- Process customer orders and change orders through ERP system, reviewing for correct part numbers, pricing, and shipping methods, while following appropriate sales procedures as outlined by UE Quality Management System (QMS) and ISO 9001 standard.
- Communicate order status, ship dates, basic product quotation and lead-time information to customers as required.
- Troubleshoot and resolve basic order issues.
- Issue credits and debits as appropriate.
- Answer incoming calls from the main UE phone number as well as within the department.
- Maintain safe working environment by following company safety procedures.
- Perform other duties as assigned