UNITED ELECTRIC CONTROLS

JOB POSTING

Job Title: Customer Service & Order Entry II

Department: Sales & Marketing

Hourly Rate Range: $29.63 - $37.07 Commensurate with Experience

Job Grade/FLSA: 7 / Nonexempt

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 3-5 years related experience. College degree in business, communication, or similar field preferred.
- Ability to follow oral and written English instructions, and strong reading, math and communication skills.
- Strong analytical and problem-solving skills.
- Demonstrated proficiency with Microsoft Office.
- Working 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.
- Process Returned Material Authorization (RMA) orders.
- Communicate order status, ship dates, basic product quotation and lead-time information to customers as required.
- Answer basic technical questions and elevate to Sales Application Engineers as required.
- Troubleshoot and resolve complex order issues.
- Assist in resolving order entry non-conformances (NCs) and work with Supervisor on initiating corrective action.
- Issue credits and debits as appropriate.
- Address customer unique requirements and coordinate implementation.
- 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.