



<https://www.premierpersonnelgroup.com/find-a-job/customer-service/>

## Customer Service/Order Processing

### Responsibilities

- Answering the company phone. Most customer communication is done by email, but it is important to be customer focused on the phone as well.
- Providing product/order/company/transportation, pricing information to customers. Verifying understanding of RFP/RFQ/PO; answering questions from customers and vendors.
- Receiving orders and sending order confirmations.
- Initiating service by entering local orders into Navision (will soon change to Netsuite); processing WOs for local assemblies or sending pick-tickets to warehouse.
- Process SOs and then POs for production at overseas factory, or external vendors.
- Keep customers updated about changes to orders and status of delivery dates.
- Invoicing of shipped orders.
- Processing credit card payments.
- Resolving billing problems by identifying the problem; explaining procedures; forwarding required adjustments.
- Resolving administrative issues by coordinating preparation of reports, analyzing data, and identifying solutions.
- Improving quality results by evaluating processes; recommending changes to procedures.
- Making sample request forms internally and to factory. Send samples to customers.
- Assisting colleagues when needed.
- Filing invoices.
- Updating job knowledge – primarily within the company but external educational opportunities are encouraged as well.

### Hiring organization

Premier Personnel Group

### Beginning of employment

ASAP

### Duration of employment

Full Time

### Industry

Manufacturing

### Job Location

Dayton

### Base Salary

\$ 27 - \$ 29

### Working Hours

8:30 am to 5 pm