



**Job Title:** Account Support Team Member

**Department:** Customer Experience

**Supervisor:** Customer Experience Manager

**FLSA: Non-Exempt**      **Job Status: Full-Time**

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**Job Duties & Responsibilities:** Include the following, as well as other duties that may be assigned.

Enter customer orders accurately and within the specified deadline. This role is integral to delivering on our promise to our customers to provide “That’s Exactly What I Wanted” experience.

**What You Will Be Doing:**

- Collaborate & Manage orders:
  - Import EDI’s – all 3 brands
  - Manual Orders – all 3 brands
  - Portal Management
    - Pull Orders
    - Cancel Orders
    - Back Orders
    - Acknowledge Orders
    - Submit Tickets
- Monitor & Review orders:
  - Enter customer’s orders into the company proprietary order entry system (type accurately and quickly).
  - Verify shipping information on customer’s purchase orders.
  - Verify description and item numbers to be sure they match.
  - Verify the pricing on the customer’s purchase order versus company pricing.
  - Verify account numbers, making sure they are processed with the customers purchase order
  - Work company defined hours and extra hours if needed (regular and predictable attendance).
- Assist the Customer Service Team:
  - Tracking Status
  - Price Checks
  - Credits
  - Replacement Orders
  - Acknowledgements
  - Chat
- Key Deliverables:
  - Weekly Automation Improvements
  - Completely do away with a 40-hour order entry
  - Assist when caught up
- Other duties as assigned.

**Qualifications:** Must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education & Experience:** Minimum High School Diploma or equivalent. Minimum of one year of order entry experience. Computer literate with experience using Microsoft Office and must be able to type 45-50 wpm.

**Knowledge and Competencies:** The following key competencies represent qualities, traits and behaviors that a successful employee will exhibit. This list is not exhaustive, as other qualities, traits and behaviors are desired:

- Excellent communication ability to follow through on requests for information and select appropriate responses; good listening skills, paying attention to others' communications to ensure understanding; seeking input and showing a genuine interest in others' opinions, facilitating and sharing information within department and across departments.
- Positive/optimistic – Can do, make things happen attitude (genuinely believe the organization can accomplish a lot while managing to a conservative budget and resource allocation) excellent communication skills (both written and oral) and ability to follow through on requests for information and select appropriate responses (remain calm under pressure)
- Ability to be adaptable and change direction when the situation requires.
- Ability to listen and interpret the needs of internal and external customers (true care and concern for the customer, including patience and understanding). Resolve internal and external issues with sensitivity and cooperation
- Team based focus (jumps in to help team to make sure customer needs are being met)
- Well organized and high attention to detail
- Ability to use sound judgment and decision making when supervisor is not available

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Individuals may need to sit or stand as needed (this position is sedentary).

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal office environment. The performance of this position may occasionally require exposure to manufacturing areas where under certain areas require the use of personal protective equipment such as safety glasses and proper footwear.

I, the undersigned, have read and understand the duties and responsibilities of this position.

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Employee Signature

Date

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Supervisor Signature

Date

This job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.