



## **Job Description**

**JOB TITLE: CSR / Order Management Specialist**

**DEPARTMENT: Operations**

**REPORTS TO: Operations Manager**

**FLSA STATUS: Hourly**

### ***Job Summary***

The primary responsibility of the Order Management Specialist is to serve as an interface between Sales and other operational functions within Eatery Essentials.

### ***Duties/ Responsibilities:***

- Support Sales team throughout the complete sales cycle to meet customer needs.
- Respond to customer queries in a timely and accurate way via phone, email, or letter
- Process incoming customer orders, returns, and invoice credits.
- Ensure orders are shipped to customers in a timely manner and expedite vendors as necessary.
- Investigate customer problems and find solutions.
- Follow up on custom print requests to ensure they are completed timely and correctly.
- Provide order status update reports to all customers on a weekly basis.
- Create purchase orders to outside vendors.
- Ensure orders are shipped to customers on time and expedite vendors, as necessary.
- Create item codes in operating system.
- Review and submit artwork to vendors for proofs based on customers specifications.
- Follow through custom item request to ensure they are completed timely and correctly.
- Organize and inspect samples for shipment to current and potential customers.
- Process receipt of inventory into operating system.
- Assist with inventory reconciliation.
- Arrange freight of domestic shipments.
- Performs other related duties, as assigned.



***Required Skills/ Abilities:***

- Basic knowledge of accounting principles (QuickBooks Enterprise / All Orders).
- Ability to build strong internal/external business partnerships.
- Excellent verbal and written communication skills.
- Ability to communicate with a diverse audience at various levels.
- Excellent time management and organizational skills.
- Working knowledge of Microsoft Office (Word, Power Point and Excel).
- High level proficiency with Microsoft Excel (pivot tables and v-lookups).
- Detail oriented and commitment to follow through to completion.
- Strong interpersonal skills; Strong team player.
- Ability to work in a fast-paced, high pressure environment.

***Preferred skills/ Qualifications:***

- Experience with domestic and import logistics strongly preferred.
- Experience with import/export strongly a plus.
- Experience in wholesale distribution industry a plus.

***Education and Experience:***

- High School Diploma required.
- Bachelor's degree preferred.
- A minimum of three years of experience in customer service and order processing required.

***Physical Requirements:***

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.



Eatery Essentials is the U.S. subsidiary of the Vigour Group of Taiwan. Our sister company is a \$120 Million world-class manufacturer of paper and plastic cups and containers.

Vigour has one of the most state-of-the art paper manufacturing facilities in the world today utilizing highly automated German equipment to manufacture paper hot cups, paper cold cups, paper soup containers and double wall paper hot cups. We only utilize U.S. made paperboard (from IP or MeadWestvaco mainly) to ensure FDA and FSC certifications and our quality is comparable to any domestic manufacturer.

Just up the road, our parent company manufactures plastic cups and containers - plastic drink cups, round and square plastic deli containers, plastic hinged lid containers, tamper evident containers, plastic salad bowls, cake packaging and more.

Due to our excellent quality, competitive pricing, and guarantee of continuity of supply via our domestic distribution centers, we have attracted several large, high profile customers over the past several months. We also design, develop and sell a variety of custom packaging items to food processors and supermarket/grocery/wholesale club customers around the country.

We are adding U.S. manufacturing in the Dallas area in 2020. Our goal is to have 3 regional manufacturing plants in the U.S. within 10 years. We have also recently acquired some new technology that will allow us to produce some unique, innovative foodservice products.

We currently have three distribution centers - West Coast (Ontario, CA) and East Coast (Edison, NJ and Hickory, NC). With the opening of our Dallas manufacturing plant we will have an additional distribution center in Texas to cover the middle of the country.

Learn more about the company and our products at – [www.eateryessentials.com](http://www.eateryessentials.com).

*Eatery Essentials is an Equal Opportunity/Affirmative Action Employer. All applicants will be considered for employment without regard to race, color, religion, gender, national origin, disability, protected Veteran status or any other characteristic protected by federal, state or local law.*