

Job Title: Service Center Assistant

Salary: Negotiable

Job Type: Full-time

Reports to: Service Center Manager

Qualifications:

- High School or equivalent (Required)
- US work authorization (Required)

Summary

The Service Center Assistant will provide support to on-site and off-site Service Center staff to ensure the best customer experience. The duties will include assisting in customer service activities and facilitating effective communication pertaining to orders in process. The successful candidate will be expected to quickly learn aspects of the business including the ERP system, processes pertinent to fulfilling customer orders, and procedures applicable to the Service Center.

Duties:

- Support off-site staff with order follow-up and expediting
- Conduct research on various topics
- Record and maintain records of contract review
- Provide prompt and courteous communication to sales and production staff
- Assist in maintaining our system of document management
- Other support responsibilities as needed

Skills, Experience and Education

- High School Diploma or equivalent
- Previous experience with contract review and/or document management preferred
- High proficiency of Computer Skills – including Microsoft Office
- Previous experience in a supportive role preferred