

Extraordinary people. Exciting possibilities. Your success is what's next at Scott Group Studio. In our highly competitive world there's one thing that sets a company apart – its talent. At Scott Group Studio our employees bring their expertise, enthusiasm, and creativity to work every day. We're committed to making Scott Group Studio a great place to work. A place you can be proud to be a part of, where your talents are embraced and your efforts are encouraged and supported. If you are a person that "puts people first," "see it and solves it," "does the right thing," and "pursues excellence," discover how you can be a part of what's next.

The Order Entry Associate position requires an energetic, service oriented individual responsible for daily entry and processing of sales orders. Ideal candidates will have a strong attention to detail and a passion for providing a legendary customer experience. This role requires a strong work ethic, good time management skills, and excellent communication skills in accordance with the core values of Scott Group Studio.

DUTIES

- Processing and entering orders received from customers, sales representatives, customer service representatives, and electronically
- Support order status requests, monitor on hold orders, and answer customer questions
- Review and maintain Customer Procedure documents
- Enter new follow-up notes as needed and manage all items assigned for follow-up
- Perform back-up duties for Customer Service Representatives as assigned by Customer Service Manager
- Provide ideas to enhance and improve the customer experience

ABILITIES

- High school diploma; Associates Degree preferred
- Learn and become efficient with custom operating software
- Strong attention to detail and excellent analytical and communication skills
- Must be able to work in a team environment, anticipate needs, and exceed customer expectations
- Familiar with Microsoft Office Suite--with emphasis on Word, Excel, and Outlook
- A background in supporting manufacturing processes is a plus

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.