**Carolina Cookie Company**

**Job Title:** Seasonal Customer Service/Order Entry Representative

**Department:** Customer Service

**Reports To:** Customer Service Manager; Order Entry Lead

**Compensation:** Hourly (Non-Exempt)

**Education:** High school diploma or general education degree (GED)

**Job Responsibilities**:

* Manage consistent incoming calls relating to orders (catalog or website) and general questions; Entering orders into the MOM – Multi Order Manager database
* Identify and assess customers’ needs to achieve satisfaction;
* Build sustainable relationships and trust with customer accounts through open and interactive communication;
* Generate sales leads;
* Provide accurate, valid and complete information by using the right methods/tools;
* Research utilizing software programs to providing appropriate solutions and alternatives within reasonable time limits; follow up to ensure resolution;
* Keep records of customer interactions, process customer accounts and file documents;
* Imputing a variety of orders with special requests
* Input enclosure gift messages for each item on orders under 100 items.
* Create order from an Excel Spreadsheet/Order Form in a given format.
* Follow communication procedures, guidelines and policies; and
* Other duties as assigned.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Ability to perform the job responsibilities with or without reasonable accommodations.

**Language Ability:**

The ability to read and comprehend production documents.

The ability to utilize software systems.

The ability to understand order procedures.

**Math Ability:**

Ability to add, subtracts, multiply, and divide using whole numbers and common fractions, and decimals.

**Supervisory Abilities:**

This job has no supervisory abilities.

**Work Environment:**

While performing the duties of this job the employee will be exposed to an office environment.

The noise level is moderate.

**Physical Demands:**

While performing the duties of this job the employee is frequently required to sit, stand, and walk. The employee will operate a computer to type. It will be required utilize a telephone (handset or headset). The employee will work an 8hour shift.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Customer Service. Order Entry Representative *2021*