**Carolina Cookie Company**

**Job Title:** Seasonal Order Audit 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 orders (Customer Service/Order Entry); Verifying orders in the MOM – Multi Order Manager database
* Identify and assess customers’ order needs to achieve satisfaction;
* 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;
* Verifying and Auditing a variety of orders with special requests
* Audit the enclosure gift messages (misspellings, punctuation, etc.) for each item on orders under 100 items
* Verify original 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.

Seasonal Order Audit Representative2021