

Order Entry Specialist

Job summary:

Process all incoming customer orders and direct phones to the appropriate department. This critical role entails working closely with all departments to ensure the customers' needs are satisfied in an urgent manner. Hybrid-remote work is a possibility for this position.

Responsibilities:

- *Enter Orders into our ERP software, Prophet 21. (Daily)*
- *Answer Phones and if necessary direct to appropriate department. (Daily)*
- *Provide order status inquiries. (Weekly)*
- *Work with Sales Support to hand off any order that requires follow up, special pricing, item replacement/conversion. (Daily)*
- *Participate in weekly department meetings and attend monthly Company meetings. (Weekly/Monthly)*
- *Maintain data in our CRM software, Tour de Force. (Daily)*

Qualifications:

- *Bachelor's degree OR 2-3 years of relevant experience supporting customers and/or data entry.*
- *Strong organizational skills.*
- *Strong verbal communication skills – phone and in-person.*
- *Strong written communication skills.*
- *Proficient with Microsoft Office 365.*
- *Ability to work independently & in a team environment.*

Description of Applied Controls & it's benefits:

- We are a high-tech automation distributor and solutions provider, which is 100% Employee Owned (ESOP). We educate and support local manufacturers in implementing emerging technologies to reduce costs, increase productivity and improve safety. Our offerings range from industrial computers and software, to robotics, machine vision and motion control. Our goal is to increase productivity to keep manufacturing in America successful and prosperous. We offer a competitive salary with robust benefits. Unfortunately, we are not able to sponsor Visas of any kind at this time. Please check us out at www.AppliedC.com!

Where to send resumes to:

hr@appliedc.com