

ORDER WRITING ASSOCIATE

Terryberry partners with organizations worldwide to design and manage recognition solutions that attract, engage, and retain the best people.



Join Terryberry's team!

Terryberry is looking for a customer focused, detail orientated individual to join our Order Writing Team. Ideal candidates will have customer service experience, enjoy detailed work and be proficient in Microsoft Office.

ABOUT US

Our Mission: When people are recognized for their efforts, they are inspired to achieve more. The mission of Terryberry is to help organizations provide their people with special recognition for remarkable contributions and achievements. We strive to create a fulfilling and rewarding environment where people achieve their best potential.

Locations: We're headquartered in Grand Rapids, MI, with locations throughout North America and Europe.

Past & Present: Founded by H.R. Terryberry in 1918 as a jewelry and award manufacturer in Grand Rapids, MI. The company is still family-owned, now in its 4th generation.



RESPONSIBILITY:

- Create strong relationships with our customers by providing them with a world class experience.
- Review and approve orders for honor kits, rings and emblems as assigned.
- Scan printed orders and any additional documentation into electronic filing system.
- Assemble packets for various departments.
- Provide support to sales and sales administration employees with order issues and concerns.
- Answer main phone line, providing information to customers or first time callers, or directing callers to appropriate person.
- Assist with receptionist coverage as needed.

MINIMUM QUALIFICATIONS:

- 1- 2 years professional customer service experience

PREFERRED QUALIFICATIONS:

- Exceptional customer service skills.
- Solid Microsoft Office skills with expertise in Word and Excel.
- CorelDraw or photo editing experience is a plus.
- Excellent professional written/verbal communication skills.
- Ability to multi-task, prioritize and manage time effectively.
- High degree of attention to detail and organizational skills.
- Positive attitude.

Email your resume to humanresources@terryberry.com