



### Join Terryberry's team!

Terryberry is looking for a customer focused, service oriented individual to join our Sales Administration Team. Our ideal candidate is an experienced professional with knowledge of sales and customer services best practices. We expect you to perform well in a team environment and have exceptional people skills.

### 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:

- Process orders from salesperson or customers.
- Quote pricing for salesperson and customers per specifications.
- Review incoming order to verify correct die # and all order information for accuracy.
- Track orders in system, investigate discrepancies and rejected orders, along with communicating to salesperson and customer as needed.
- Verify accuracy and special account procedures based upon customer preference.
- Respond to customer and salesperson inquiries regarding artwork, dies, shipping schedules, product availability and order status.
- Answer questions regarding shipping methods, or dates, and perform traces on missing shipments.
- Utilize Salesforce and Process Sheet to document customer program details, including updates as they occur.
- Research compatibility of desired design and products selected.
- Follow up with past due accounts to secure payment.
- Additional responsibilities include, weekly reception coverage, scanning documents and backing-up team members as necessary.

### QUALIFICATIONS:

- Exceptional customer service skills, including 1-2 years previous professional experience.
- Proficiency with MS Office Suite, particularly Excel and the ability to learn and effectively use new software.
- Excellent professional written/verbal communication skills.
- Ability to multi-task, prioritize and manage time effectively.
- Solid problem-solving skills.
- High degree of attention to detail and organizational skill.
- Positive attitude.