

ORDER PROCESSING & SERVICE 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:

- Reviews and approves orders for honor kits, rings and emblems as assigned. Also, works on and approves; outside source, direct ships, Canadian, watches, and brochure orders.
- Manipulates art files (CorelDraw and Photo Paint) for use in the manufacturing process.
- Organizes, pulls and files order copies. (everyday process)
- Print labels, reports, order cards, office copies, packing & shipping copies, assemble and distribute to departments.
- Processes order changes, communicating change notifications and reprints necessary documents.
- Manually enters furnished orders researching existing program information and applying to product received.
- Scans printed orders and any additional documentation into electronic filing system.
- Documents and communicates to appropriate groups order exceptions (hold for payment, call to action and Loyalty Source).
- Provides support to sales and sales administration employees with order issues and concerns.
- Answers main phone line, providing information to customers or first-time callers, or directing callers to appropriate person.
- Assists with receptionist coverage as needed.
- This job profile is not meant to be all inclusive of the responsibilities of this position; may perform other duties as assigned or required.

QUALIFICATIONS:

- 1- 2 years professional customer service experience
- Solid Microsoft Office skills with expertise in Word and Excel.
- CorelDraw or photo editing experience is a plus.
- High degree of attention to detail and organizational skills.
- Excellent professional written/verbal communication skills.
- Ability to multi-task, prioritize and manage time effectively.
- Positive attitude.

Email your resume to humanresources@terryberry.com