



Terryberry is looking for a customer and company focused, detail orientated individual to join our fast-paced Order Processing Team. Ideal candidates will have customer service experience, high computer literacy, enjoy routine detailed work and be proficient in Microsoft Office.

## About Terryberry

We are Terryberry, the recognition and engagement company that ignites employee success. While we have been in the business of employee recognition for +100 years, we are entering one of the most exciting times of our history as we transition to an employee engagement SaaS led organization. We are headquartered in Grand Rapids, MI; with locations throughout North American and the UK. Are you interested in joining a dynamic growth company which has a real purpose?

Email your resume to [careers@terryberry.com](mailto:careers@terryberry.com)

### Responsibilities

- Reviews, Processes, and approves all new and change orders placed to the company
- Assists in collecting and analyzing order trends - including building, maintaining, and communicating spreadsheets, documents, and art files
- Organizes, pulls, scans, and files order copies/daily
- Manually enters physical return orders, researching existing program information and applying to product received
- Communicates and coordinates with other departments/vendors within our company's global community
- Provides support to sales and sales administration team with order issues and concerns
- Answers main phone line, providing company or order information to customers or first-time callers, and directing calls to appropriate person
- Additional tasks and responsibilities, as needed

### Skills and Experience

- 1- 2 years professional customer service experience
- Solid Microsoft Office skills with expertise in Word, Excel, and Outlook
- High computer literacy is a must
- Strong attention to detail and organizational skills
- Excellent oral and written communication skills
- Ability to multi-task, prioritize and manage time effectively
- Positive attitude and team player!
- Solid problem-solving skills