

Campbell Scientific is a recognized world leader in designing, manufacturing, and installing environmental and infrastructure measurement and control systems. Our employees are devoted to maintaining our “innovative quality and dependable brand of choice” recognition. If you have a passion for what we do and are aligned with our core values of accountability, respect, being client centric, teamwork, innovation and continual improvement, then see if you have what else it takes to join our high-energy team.

Job title: Order Processing & Support Clerk
Department: Sales
Classification: Regular Full-Time
Status: Non-Exempt, Salary
Location: Edmonton, AB
Reporting to: Systems and Integration Supervisor
Works closely with: Sales, Accounting, Repair,
Production and Procurement
Positions supervised: None

Job Summary

The Order Processing & Support Clerk position is responsible for receiving and processing customer purchase orders, ensuring accurate pricing, evaluating and solving customer order and purchasing problems. The OPSC also fulfill departmental roles in delivering documented, on time, accurate customer orders by coordinating with sales, shipping services, purchasing, production, and others in the order fulfillment processes.

The position is responsible for the administrative duties of the support teams. The position is an important liaison between the repair technologists & technical services but also collaborates with the client and procurement, providing coordination and proactive communication. The nature of our evolving business may also expand responsibilities in other aspects of operations.

Essential Functions

Orders:

- Process sales order using Dynamics AX, ensuring content accuracy including payment method, purchase order reference, freight terms, fulfilment lead-time and communication with stakeholders

New Customer:

- Complete and verify all customer set up details including addresses, contact information, tax exempt, and country specific requirements
- Assist with the credit application process as needed

Customer Service:

- Assist customer with ordering, directing customer to website, and resolving conflicts with orders (shortages, delays, complaints, restocks, replacement items, etc.)

Support:

- Monitor the Repair@campbellsci.ca email address; answering emails and/or relaying them to appropriate persons; including technical services
- Initiate the Return Merchandise Authorization (RMA) process (standard RMA's – calibrations and repairs) in AX and creating quote estimates to be sent out
- Complete quote updates for re-estimates; informing repair techs when estimates are approved
- Send estimates, method of payment requests, PCAL reminders, and information requests to clients
- Communicate delays and issues to clients and/or the technical sales support team as appropriate.
- Track the status of all RMAs
- Close repair sales orders/paperwork and print a pro-forma pick list for the Shipping Coordinator.
- Generate reports to track the progress of RMAs

Required Technical and Functional Skills

Technical Skills:

- Efficient use of computer systems and software including Microsoft Office, navigating internet

and websites, and proven ability to learn new systems

- Use of multi-line phone and telecommunications systems
- Data and project management by effectively and accurately gathering information relevant to the customer orders
- Sound understanding and application of purchase contracts contract terms and conditions
- Understanding of the methods and terminology used in shipping services

Functional Skills:

- Demonstrated ability to work within deadlines established by customer and company
- Adaptable to changing environments affecting OPRC imposed by the customer and/or the company
- Understand and applies proper communication etiquette
- Proven ability to work well in both individual and team assignments
- Demonstrated superior customer service oral and written communication skills including diplomacy in handling customer requests and conflict
- Effective decision-making skills that enable the OPRC to differentiate symptoms from problems
- Proficient time management, problem solving, with minimal supervision; deadline driven

Preferred Qualifications

- Understanding of INCO terms governing import and export shipping requirements as well as domestic shipping terms
- Experience with Dynamics AX
- Basic understanding of domestic and international credit terms, banking, and Letter of Credit (LOC)
- Conversationally bi-lingual in English and French
- Experience in an E-Business environment
- Diploma in a business-related discipline
- Basic understanding of ISO 17025

Education:

- 2-years of post-high school education with emphasis in business, office occupations, or customer service

Experience:

- 2 or more years' experience in similar functions and fulfilling similar responsibilities

Performance Metrics

- Process email, fax, hard copy purchase, and phone orders within four hours of receipt.
- Maintain a quality standard of one or less occurrences per month on quality report and pass monthly external audit of order accuracy.

- Insure all data entry details are verified and accurate
- Assist in obtaining credit applications for new customers
- Maintain good customer relations with all departments and CSC customers

Work Environment: General office environment with personal workstation, computer, and access to computer peripherals.

Travel: This position does not require travel outside of Edmonton.

Physical Requirements: Combination of standing and sitting for extended hours during the work day; close and distance vision abilities including color and depth perception.

Safety: CSC employees must understand and adhere to all requirements within our safety program. The use of PPE may also be required.

Compensation: Compensation is commensurate with education and experience. Excellent benefits provided.

The above statements describe the general nature and level of work being performed in this job function. This is not intended to be an exhaustive list of all duties. Additional responsibilities may be assigned.

We are an EOE/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other status protected by law.