

Order Entry Specialist



ABOUT STORM CREEK

Our mission is to create better products for the greater good, meaning producing eco-friendly apparel that performs well, looks great, and is reasonably priced. Our core values are to always seek better, have passion for growth, and engage with purpose, as well as think and be curious. We strive to exceed customer expectations every day with the best service and products available.

Our work environment is **fast-paced, collaborative, and fun!** We run our company on our core values and the proven Entrepreneurial Operating System (EOS). For our amazing team, we offer **robust benefits** as well as an **innovative work environment and opportunities for growth and advancement.**

Position Overview:

The order entry specialist is a core member of Storm Creek's Customer Experience Team. Their key responsibility is to enter customer purchase orders and other data with outstanding accuracy and attention to detail.

Primary Job Functions:

- Enter customer purchase orders into the ERP system making sure to reach daily cutoff at 3:00pm. This includes blank, retail, ecommerce, and decoration orders
- Communicate any missing order information to customers and escalate to sales team member as needed.
- Error check – compare all POs to the order prior to dropping to the warehouse.
- Allocate all product and send pick tickets to the warehouse at time of order entry.
- Assign backorders to future shipments and process backorders when new product arrives.
- Review pending orders throughout day to ensure prompt communication to get complete information.
- Respond to all customer order-related inquiries within 2 hours.
- Actively participate in weekly team meetings, solving issues and priorities.
- Verify invoicing and order information is up to date on our ecommerce platforms.
- Report any issues from ecommerce platforms to IT.
- Communicate out of stock and inventory issues to proper Ecommerce contacts at time of order entry.
- Make ongoing customer data updates in ERP system.
- Communicate any warehouse transfer needs for large scale projects as necessary.
- Misc. administrative and data entry projects as assigned.

Skills/Qualifications:

- 2 to 5+ years of related work experience.
- Promotional Products and/or Apparel industry experience is strongly preferred.
- Exceptional attention to detail.

- Desire to provide excellent customer service.
- Ability to be proactive and multi-task.
- Strong verbal (phone)and written (email) communications skills.
- Computer skills: Proficient with Microsoft Office and able to quickly learn ERP software.
- Self-starter, with high energy and thrives in a fast-paced, growing business.
- Team player.

Our work environment is **fast-paced, collaborative, and fun!** We run our company on the proven Entrepreneurial Operating System (EOS). We offer an **innovative work environment** and opportunities for growth and advancement, **as well as the following benefits:**

- 401(k)
- Medical Insurance
- Dental insurance
- Flexible spending account
- Health Savings Account
- Vision insurance
- Company paid Life insurance/LTD/STD
- Paid time off
- Shared Success Bonus Program
- Professional development assistance
- Referral program (we want more people like you to join our team!)
- Company learning and team building events
- \$500 clothing allowance

ARE YOU READY TO JOIN OUR TEAM?

If you feel that you would be perfect for this role and can help us build our brand of eco-friendly apparel, **apply now!**