



Job Title: Customer Service Rep. (Order Processor & Inventory Planner)

Position: Full Time

Set Working Hours: Monday – Friday (8 a.m. – 5 p.m.), Lunch from 12 p.m. – 1 p.m.

Role Location: Vernon Hills, IL

Travel: No

Compensation/Benefits: Company Match 401(k), Medical/Dental Insurance Plan, PTO

Job Duties:

- Data Entry- process purchase orders from customer
- Review and manages inventory level based on customer forecasts and customer usage trends to support customer demands
- Generate purchase orders to suppliers
- Ensure order on time delivery per customer's release schedule
- Achieve inventory goals
- Avoid overstock and stock outs
- Identify current and potential product shortages, develop and execute recovery plans
- Expedite order as required to meet customer demands
- Consider how to optimize shelf-life and push out slow-moving inventory
- Work with customers and sales rep. with customer spikes
- Track vendor shipments and review vendor open order reports and late delivery reports
- Promptly communicate both externally and internally regarding issues and statuses on inventory or ship dates
- Provide Customer with requested shipping information (i.e. ASN, tracking numbers, packing list and invoice)
- Coordinate NCR (non-conformance reports) with sales, quality assurance, vendors, and customers to arrange return/rework/sort/replacement schedules
- Direct customer to sales regarding price, revision changes or quality issues
- Report directly to Customer Service Manager

Qualifications:

- Associate Degree preferred
- Experience in working in corporate setting
- Experience in product planning and or has a supply chain background
- Experience in process improvement initiatives
- Good understanding of Supply Chain Metrics
- Ability to communicate and present information clearly and professionally, both verbally and in writing

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to take actions by analyzing, interpreting data, and make comparative analysis
- Ability to effectively demonstrate team member competencies and participate in goal-setting and performance feedback
- Ability to efficiently multi-task and prioritize tasks given.
- Hardworking, action oriented, result driven, detail oriented, and demonstrate initiative.
- Willingness to learn and accept added responsibilities
- Team player, experience in working in highly cross-functional organization
- Proficiency in MS Office suite (Word, Excel, PowerPoint, and Outlook)

Interested in applying for this position? Please send resume and references (if applicable) to tammy-tu@tucson.com.