

IQM Solutions, LLC

Job title	Customer Service Specialist (Office Assistant)
Reports to	Sales Manager

General summary

Communicates with customers and team members to provide support to sales, problem resolutions, and data entry. Uses modern technology to organize data and support multiple departments to meet company goals and exceed company performance levels.

Duties and Responsibilities

Primary responsibilities:

- Communicates with customers regarding:
 - Quotes
 - New and existing purchase orders
 - Follows up on delivery dates
 - Quality issues and/or returns
 - Purchase contracts (manages blankets and consignment items)
- Records notes in ERP as it pertains to customer orders/items/correspondence
- Assist in internal production meetings to communicate new and existing customer needs
- Assist in processing inbound quotes (start to finish)
 - Communicate with vendors/suppliers/sub-contractors and internal departments regarding sales order updates
- Support Scheduler in managing excel working documents to maintain on-time delivery dates
- Monitors and assists in managing multiple shared inboxes
- Maintains data pertaining to on-time service and delivery metrics and analytics

Secondary responsibilities:

- Enter correctional data in ERP as needed
- Enter analysis data from the production department into worksheets in Excel
- Assist in purchasing and shipping as needed
- Assist in other office duties as needed

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