

Norpac Fisheries Export

Job Title: Customer Support Assistant

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Sales

Reports To: Sales Manager

Job Summary

Provide customer support assistance to sales manager.

Responsibilities include:

- General office duties including filing, scanning, data entry and organize documents.
- Prepare proof of delivery papers and ensure all documentation is complete and accurate.
- Generate and organize shipping documents to facilitate timely and correct dispatch of goods.
- Prepare and enter sales orders in a timely manner.
- Coordinate with logistics team to resolve any order discrepancies or issues.
- Assist in other administrative tasks as needed to support sales and customer service.

Skills:

- Proficient in MS Outlook, Word, and Excel.
- Strong attention to detail and organizational skills.
- Excellent communication skills, both written and verbal.
- Ability to multitask and prioritize tasks in a fast-paced environment.
- Prior experience in a similar role is an advantage but not required.

Essential Duties

- Collect customer orders by email, phone or text and enter sales orders timely. Review orders for items, order quantity and pricing accuracy before approval for fulfillment.
- Occasionally, conduct research, compile data, and prepare papers for sales presentation to customers.
- Collect freight rate information for program sales.
- Scan, file and retrieve documents, records, and reports.
- Prepare letters, memos and correspondence for routine inquiries.

Secondary Duties

- Assist in administrative and standard operating procedures for sales as deemed necessary.
- Manage and maintain manager's schedule.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a high school diploma (or GED or high school equivalence certificate).

Behavioral Characteristics

- Time Management -- Managing one's own time and the time of others.
- Coordination -- Adjusting actions in relation to others' actions.
- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time.

Language Skills

- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.

Reasoning Ability

- Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Updating and Using Relevant Knowledge -- Keeping up-to-date technically and applying new knowledge to your job.

Computer Skills

- Proficient in Microsoft Office Outlook, Word and Powerpoint. Intermediate skill level in Excel.

Work Environment

The noise level in the work environment is moderate noise.