

## **ORDER MANAGEMENT SPECIALIST**

### **Job Description:**

The Order Management Specialist has the responsibility to manage dealer/distributor orders on a daily basis. They are the key link in communication with our customers for order/inventory questions. The individual works closely with our shipping department to ensure that every order is processed and delivered on time.

A strong business acumen, basic accounting skills and the ability to reason through ever changing scenarios are necessities for this position. Taking the initiative, strong math skills, and the ability to anticipate problems before they happen are also essential for success in this position. The candidate must work well with a team of people who are committed to continuing the company's high growth rate.

### **The Company:**

Rightline Gear is a fast growing Asheville, NC based company that produces products for the Automotive Aftermarket and the Sporting Goods/Outdoors Industry. The company's customers are national retail dealers, such as Amazon, Target, Walmart, Cabela's, Advance Auto Parts, Sears, and automotive aftermarket distributors.

If you have an "all hands on deck" attitude, enjoy a large amount of responsibility and like to experience a sense of accomplishment every day, this position is for you!

### **Job Duties:**

- Enter and process all incoming orders - EDI, web portal based, e-mail
- Set up and document the order process for new customers
- Maintain the company's order processing manual
- Manage company's shipping vendors - UPS, FedEx, Freight Carriers
- Complete daily inventory check to ensure order accuracy
- Send dealers and distributors daily or weekly inventory updates
- Provide customer service for Rightline Gear dealers and distributors

### **Job Requirements:**

- Basic knowledge of accounting principles (Quickbooks experience preferred)
- 60+ wpm data entry
- Tech Savvy, comfortable entering and retrieving data on web-portals, etc.
- Basic knowledge of distributor, retail and e-commerce (drop ship) sales models
- Excellent math, organization, and time management skills
- Customer service experience with superior phone skills
- Ability to work in a fast paced, performance based environment

### **Preferred Skills/Qualification:**

- Experience with EDI / Vendor Portals
- Quickbooks
- Database set-up and management
- Bachelor's degree

\*\* The Company will relocate the right candidate. \*\*