
Outlast Technologies Inc - Purchasing Assistant & Customer Service

Reports To: Director of Purchasing & Supply Chain
Hours: 40 hours/week

Job Description:

Customer Service:

- Provide friendly, polite and professional interface with Outlast for the customer.
- Sales order management: process sales orders in a timely manner, enter orders, check credit, verify price and follow up status and shipping. Maintain sales order files and database to ensure that trademark licenses are up to date.
- Sale support: process all email/web inquiries and sales-support item requests from established accounts.
- Customer Support: prepare documentation and information for any claims to allow for quick resolution.

Purchasing:

- Purchase order management: assist in the preparation of Supply Chain purchase orders, production schedules, report options and variance as directed: enter purchase order, verify cost and follow up status and shipping. Maintain purchase order files and database.
- Match up purchase orders with invoices, verify warehouse location, verify cost and update database as directed.

Supply Chain:

- Assist in the coordination to meet manufacturing and shipping deadlines. Work with Director of Purchasing & Supply Chain to ensure that schedules are met.
- Assist in the coordination of inventory, production and purchasing of raw materials and finished goods as directed.
- Track inventory, schedule production and confirm order completion with production, sale and individual accounts via weekly production meeting and on-going order status report as directed.
- Assist and prepare production and purchasing reports as directed.
- Provide input and date for Business Development projects as required.

Qualifications:

- Experience and knowledge of international transaction documentation and customs documentation a plus. Interface with customers in support of domestic and international shipping, logistics and documentation issues.
- Ability to multitask, manage customer situations, respond promptly and professional to internal and external customer needs.
- High School Diploma required. Further education preferred.
- Excellent oral and written communications.
- Attention to detail and accuracy required.

- Experience working with customers, vendors, and manufacturers.
- Well organized, ability to coordinate multiple projects and tasks.
- MS Office required. MAS90 a plus
- Team player

To apply, please send your resume and related information to Jamie Thayer at jthayer@outlast.com.

Website: www.outlast.com