

**Summary:**

Reporting to the Support Services Supervisor the primary focus of the Data Entry Clerk is receipt and entry, or conversion of orders, into the ERP system (Macola) in support of customer order fulfillment. As well as acting as first point of contact for customer e-mails and telephone calls relating to orders or the ordering process, the Data Entry Clerk will also become familiar with and carry out the duties related to the core responsibilities of each member of the Customer Experience team. As an integral member of the Phantom team, the incumbent will champion the organization's overall vision and is expected to consistently demonstrate, and encourage in others, the organization's core corporate values.

**Department Structure:**

Reporting to the Support Services Supervisor are the National Retail Sales Administrator, Ordering Administrator (A.M), Ordering Administrator (P.M), Data Entry Clerk and Receptionist / Office Admin.

There are no positions reporting to the Data Entry Clerk.

**Our Values:**

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

**Position Responsibilities:**

(include but are not limited to, the following)

**Provide timely, consistent and great customer service by doing the following:**

- Receive, verify, and enter all Purchase Orders from National Retail Sales stores (Lowe's USA, Home Depot, etc.) ensuring all customer contact information and product/pricing is accurate
- Follow-up with NRS stores to revise Purchase Orders that are incorrect
- Gather information from the Distributor network to meet established program requirements, including install and follow-up dates
- Communicate with NRS Installed Sales offices in regard to order status if there are changes or delays
- Respond to all telephone inquiries from NRS stores and Distributors in a professional and timely manner
- Follow up with distributors regarding outstanding credit holds as requested
- Assist with Rush, Emergency & Change Order Requests and take care of all associated paperwork as requested
- Assist with the backorder process as requested
- Create shipments, checking with distributors to ensure consolidated orders whenever possible
- Assist with the custom colour match process by ensuring colour chips are processed and followed up on
- Provide administrative support as required, particularly in the areas of initiating, investigating and/or processing Sales and Warranty Claims
- Convert off-the-shelf orders as requested
- Create credit hold checked tasks
- Assist in the printing of daily work orders/travelers as needed
- Providing secondary phone support backup for all phone lines and responding to incoming telephone calls by maximum three rings, accurately directing calls, taking messages or transferring the caller to the appropriate mailbox

**Improve our service by:**

- Using the Customer Complaint process in e-Synergy to handle or redirect / escalate customer concerns

**Be an active member of the Customer Experience and Phantom Screens team by:**

- Having a great attitude, looking for ways to help and jumping in to help when needed
- Backing up the National Retail Sales Representative and Data Processing Representatives
- Looking for ways to help other departments serve each other and customers better
- Participating actively in trainings and meetings and continually striving to learn and grow

**Key performance indicators:**

- Enter all orders received before 2 p.m., by end of same day (if non-business day, then by end of first business day following receipt), Monday or first day following a stat holiday are due up til noon that same day
- 99.99% data entry accuracy
- 100% Phone calls answered within 3 rings
- High rating re: friendliness & problem resolution timeliness from stores

High rating re: friendliness, accuracy & problem resolution timeliness from distributors (need to define quantitatively once we've finalized method for communication)

**Position Requirements:**

- Patient, calm and professional telephone manner with the ability to diffuse customer conflict
- Ability to work efficiently and maintain composure in an environment that is subject to constant interruption
- Superior communication and interpersonal skills (listening, writing and verbal)
- Ability to build/maintain positive relationships with a variety of internal and external contacts at all levels
- High attention to detail
- Demonstrate ability to be tenacious (willing to work at something until it's completely done)
- Positive attitude and an ability to handle stressful situations
- Proven time management skills

**Academic Qualifications and Work Experience:**

Graduated high school, with a year's experience in a customer service role