



POSITION DESCRIPTION

CLEARFIELD, INC.

POSITION TITLE: Order Entry Specialist

POSITION OBJECTIVE: This position performs high-volume data entry, receiving, processing, and completing Clearfield sales orders. This is done with partnership with a variety of customers and channels in the Broadband marketplace. The Order Entry Specialist must deliver accuracy and effective order maintenance that provides precise and timely communication with internal customers.

POSITION RESPONSIBILITIES:

- Responsible for processing orders, change orders, cancellations, and Electronic Data Interchange (EDI) transactions with proper communication to appropriate departments.
- Accurately process end-to-end order processing
- Interacts with internal customers by telephone, email and in person to process orders and inquiries.
- Maintains documentation for business continuity and learning purposes.
- Collaborates and assist across departments with order corrections.
- Enter orders into Configure One and verify accuracy of data input.
- Maintains confidentiality of customer information.
- Assist with maintenance of customer portals.
- Communicates with internal customers surrounding purchase order accuracy.
- Maintains a thorough knowledge of Clearfield policies and procedures.
- Solution based thinking to support order resolutions and customer service.
- Ability to multi-task
- Prioritize projects, responsibilities and other duties as assigned.

POSITION QUALIFICATIONS:

- High school diploma or equivalent required.
- Complex Data Entry experience is preferred.
- Experience with Microsoft Office Suite, Microsoft Dynamics CRM, Configure One, Synchrono, Advanced Excel skills are a plus.
- Work collaboratively and independently in an interrupt driven environment with tight deadlines.
- Strong internal customer service support and collaboration
- Strong organizational skills and attention to detail
- Demonstrated ability to meet deadlines and manage multiple priorities.
- Ability to analyze problems and solve work related issues.
- Ability to be self-managed and to give and receive critical feedback with high level of professionalism and solutions-based thinking.
- Team-oriented with a collaboration mentality
- Strong desire to grow and learn new skills through training, mentoring, and on the job experience.