



Company Information:

Clearfield, Inc. designs, manufactures and distributes fiber optic management products, helping service providers reduce the high costs associated with deploying, managing, protecting and scaling a fiber optic network to deliver the mobile, residential and business services customers want. Based on the patented Clearview® Cassette, our unique single-architected, modular fiber management platform is designed to lower the cost of broadband deployment and maintenance while enabling our customers to scale their operations as their subscriber revenues increase.

Clearfield provides a robust total compensation package including base salary plus annual incentive bonus, comprehensive medical, dental and vision insurance, company paid life insurance, short-term and long-term disability insurance, 401(k) Safe Harbor plan with up to 4.5% match on first 6% of employee contribution, and Employee Stock Participation Plan providing employees discount purchase in Clearfield stock (NASDAQ: CLFD).**

Position Title: Order Management Specialist

Position Objective: Receive, process and complete Clearfield products from a variety of customers and channels in the Broadband marketplace while providing effective account maintenance and communication for internal customers.

Position Description:

1. Responsible for the end-to-end processing of orders received via internal staff and direct customers in a timely and accurate manner including prioritizing work and requesting additional work when appropriate.
 - Interacts with internal and external customers by telephone and in person to process orders.
 - Keys accurate, verified information into software system, forwards documentation to other necessary personnel, follows-up with customer by telephone, e-mail, and/EDI mechanisms; and communicates with other personnel as necessary including but not limited to:
 - Product Management
 - Scheduling
 - Manufacturing
 - Procurement
2. Confirm order activities across make vs. buy scenarios for stocked and non-stocked products. Monitor and follow-up with appropriate purchaser to confirm available date of products.
3. Responsible for change orders, cancellations and associated systems input and proper communication to appropriate departments
 - Assists with expediting and order tracking when necessary
 - Maintains confidentiality of customer information
 - Maintains customer portal information where required.

4. Responds to requests for information regarding billing accounts, types of product provided, and other various inquiries and documents requests accordingly.
 - Maintains a thorough knowledge of Clearfield products, policies and procedures.
 - Refers billing adjustments to appropriate personnel for approval.
 - Communicate in a professional manner and promote positive company image.
5. Fosters a positive spirit of cooperation with both internal and external relationships.
 - Displays a sense of urgency
 - Initiates action to facilitate transactions
 - Able to work in an interrupt-driven environment and adapt to change.
6. Performs back-up for other support staff (such as Front Desk) as necessary.

Position Requirements:

- High school diploma or equivalent required.
- Data Entry experience in manufacturing environment preferred.
- Working knowledge of Microsoft Office Suite.
- Minimum two years of complex data entry experience required.
- Ability to obtain knowledge of policies and procedures of related departments.
- Organizational skills and attention to a wide variety of detail.