

SIRCO

SUSANVILLE INDIAN RANCHERIA CORPORATION



POSITION ANNOUNCEMENT

Position: Customer Service Administrator
Company: Diamond Mountain Distributing, LLC
Location: Herlong, CA
Date of announcement: June 24, 2016
Closing Date: Open until filled
Hours: Full Time
Salary: \$15.00-\$17.00/hr- DOE

POSITION SUMMARY

The Customer Service Administrator is responsible for processing all orders and ensures accurate and timely customer deliveries.

RESPONSIBILITIES

- Performs sales order data entry to initiate the fulfillment process
- Coordinates with warehouse associates to ensure orders are processed timely, accurately, and to company standards
- Fulfills orders in accordance with customer requirements and/or contract terms
- Manages all incoming and outgoing correspondence to the customers
- Resolves any customer complaints or issues
- Researches and resolves any billing discrepancies
- Provides support to sales staff
- Schedules outgoing transportation as required by the customer
- Tracks routing information to ensure delivery times and locations are met
- Performs intercompany purchasing activities among Diamond Mountain Manufacturing and Diamond Mountain Distributing
- Maintains customs bonded warehouse inventory processing, tracking bin locations, managing records, maintaining compliance with all tribal and federal laws

Minimum Qualifications

- High School Diploma
- Customer service focused
- Proficient in MS Office
- Proficient in QuickBooks
- Experience with inventory controls- process and procedures
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Ability to resolve conflicts and maintain positive work environment
- Must have ability to work in fast paced environment
- Knowledge of Native American Communities, their organizational structure, and basic understanding of Tribal laws and regulations

Preference will be given to Native Americans (42 CFR 36.221)