

## **Santoki Customer Service Representative**

We are seeking a Customer Service Representative to enter orders. As a Customer Service Representative, you will play a pivotal role acting as an account coordinator in connecting with customers, understanding their needs, and promoting customer satisfaction through accurate and timely order entry. The Customer Service Representative reports directly to the Vice President of Operations.

### **Required Skills:**

- Proficient in MS Office (MS Word, MS Excel, etc.)
- Experience with MS Business Central.
- EDI experience; True Commerce experience a plus
- Consumer Products experience a plus
- Detail oriented
- Customer service experience
- Excellent communication skills
- Ability to work independently

### **Essential Job Duties:**

- Receive sales orders via email, portals, and EDI and enter into ERP
- Ensure accuracy of orders and data
- Enter and maintain item/ SKU data
- Enter and maintain purchase order data
- Other administrative duties as assigned
- Transfer orders via EDI to 3PL

**Job Type:** Full-time

**Work Location:** In person – Auburn Hills, MI

**Salary Range:** \$40,000.00 - \$50,000.00 per year

### **Benefits:**

- Health Insurance
- Dental Insurance
- Vision Insurance
- Paid Time Off
- Simple IRA Retirement Plan