



Company Purpose:

To provide a great place to work, resulting in personal AND customer satisfaction that exceeds what can be found elsewhere. We accomplish this by being nice, thoughtful, pragmatic as well as excited by service and technology in our lives.

Sales Order Processing

Our Sales Order Processing Team is responsible for providing amazing service and support and creating a WOW experience to our valued internal and external customers. This will be done by living out our **Company's Purpose** to our customers, vendors and each other. Our Sales Order Processing Team is extremely important to our organization and contributes to the professional quality of our customer and vendor relationships.

Job Description

Most of your time will be spent at your workstation processing sales orders. Your goal is to create a memorable experience that exceeds the expectations of the person you are dealing with. There will be times during the day when many orders and requests will come in and your ability to multi-task and work quickly and with accuracy will play a key role in your success.

Here are some other things you may find yourself doing:

- Processing a high volume of daily sales order documents while maintaining accuracy
- Screening sales orders for fraud
- Facilitating a RUSH order for someone who needs product ASAP
- Tracking a shipment
- Creating a purchase order for a vendor
- Resolving shipment issues
- Receiving/responding to an email from a vendor or sales representative
- Entering a sales order
- Ensuring sales document payments are accurate
- Communicating with sales representative and vendors and assisting with order placement
- Learning new things, attending training on new products and technologies

Our Company and work environment

As we live out the **Company Purpose**, we find ourselves laughing together, helping others, asking questions, constantly learning and developing as individuals. You should have a desire to do the same. You should also be a person who does what you say you are going to do and one who chooses integrity above all else. Finding employees like this has created an environment that is attractive not only to new candidates, but also to our customers and vendors. IT Supplies is a dynamic, diverse, energetic organization and has been selected as a one of the Chicago area's Best and Brightest Companies four years in a row. We offer health benefits, 401K with employee contribution match as well as paid holidays and vacation time. Our employee break room is well-stocked and we host a variety of fun company sponsored events throughout the year.

Preferred Skills

Exceeding our customers' expectations is what we do. If this job is for you, then these statements should describe you:

- I am generally very happy, and have an energetic personality.
- I can clearly communicate with people when I speak and when I write.
- Without being told, I go the extra step in most situations.
- I'm not afraid to ask questions. In fact, I find asking questions helps me learn new things.
- I work well in a team setting, but can get things done on my own as well.
- I have a strong customer service mentality
- I like challenges and a dynamic environment
- I adapt to changes quickly
- I am good at problem-solving
- I have analytical and troubleshooting skills
- I have demonstrated the ability to manage multiple tasks in a fast-paced environment with a high attention to detail and accuracy
- I am extremely reliable and punctual
- I like technology – including cool output from printers.

Required Education and/or Experience

While a college degree is not required for this position, we think it helps to have some form of higher education in your background. The candidates for this position should be professional, enthusiastic, positive, and thrive in a fast-paced office environment.

In addition to your education and experiences, you should be comfortable using a computer. Most of the job involves using technology, so this should be a skill you are comfortable with.

The following list should describe things you do in your current job or your personal life:

- Use email to communicate with customers and friends
- Create, edit and utilize files created with Microsoft Office products (Word, Excel, PowerPoint)
- Have a LinkedIn profile and use it to connect with people
- Use Instagram to communicate with friends
- Utilize a Facebook account to network with friends
- Watch videos on YouTube every now and then

We offer a benefit package that includes health insurance, 401(k), paid vacation and holidays, training and more. This is an excellent opportunity to join our growing company in a team atmosphere.