



**Universal Industrial
Products, Inc.**

Job Title:	Customer Service Representative – Order Management Specialist	Job Category:	Professional
Department/Group:	Sales	Reports to:	Vice President of Sales & Marketing
Location:	Pioneer, OH	Travel Required:	None
Level:	Entry Level	Position Type:	Full Time
HR Contact:	Tanya Kelley	HR Contact Phone:	419-451-1121

Company Description: Universal Industrial Products, Inc. is a privately owned manufacturer of SOSS Invisible Hinges, UltraLatch by SOSS, after-market lawn mower and edger blades, and LandWave ramp systems.

Role and Responsibilities:

The role of the Customer Service Representative – Order Management Specialist is to process all incoming purchase orders and RMA Requests for Lawn & Garden and LandWave Orders. This role is responsible for all aspects of order processing related to LandWave and Lawn & Garden. This includes customer satisfaction and on-time delivery of all Lawn & Garden and LandWave Products.

Responsibilities include:

- Process orders for LandWave and Lawn & Garden Product lines.
- Answer and address all e-mails & phone calls concerning orders (cancellations, changes, or questions) for LandWave & Lawn & Garden
- Review and manage open orders to ensure on-time delivery to the customer
- File and maintain order entry and customer files
- Work with other departments as needed and direct warehouse departments to get shipments out
- Process and submit routing requests, ASNs, and invoices through customer portals and EDI Platforms.
- Communicate with the warehouse product departments on order changes, cancellations, and approvals
- Print and send order acknowledgments
- Print order pick tickets
- Generate sales reports as needed
- Maintain MowTown Blades and UIP websites
- Assist with special projects and other office personnel when needed.

Skills and Competencies Required:

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| <ul style="list-style-type: none"> • Data Entry • Communication • Teamwork • Computer Skills • TCM (Training Provided) • Self-Motivated • Accuracy | <ul style="list-style-type: none"> • Interpersonal skills • Time Management /Organization • E-mail, Phone, internet proficiency • Basic Business Math Skills • Proofreading |
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Physical Requirements:

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| <ul style="list-style-type: none"> • Sit for long periods of time • Repeat the same movements • See details of objects that are less than a few feet away | <ul style="list-style-type: none"> • Speak clearly so others can understand • Listen and understand the speech of others |
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