



Title: Order Processing, Inventory & Product Specialist – Adhesive Division

Purpose: The Order Processing, Inventory & Product Specialist is responsible for the order processing, inventory, purchasing, customer service and technical and marketing support for the Surebond Adhesive Division.

Responsibilities:

- Order Processing
 - Enter Orders Received by Purchase Order, Online & Email
 - Contact Customer to Gain Additional Information or Clarification Regarding Their Order As Needed
- Inventory Management & Purchasing
 - Monitor Inventory Levels
 - Submit Purchase Orders for Product
- Customer Service
 - Answer Incoming Customer Calls & Emails
 - Handle Customer Inquiries & Resolve Issues
- Technical Support
 - Answer General Questions Regarding Usage of the Surebond Adhesive Products
 - Escalate Technical Questions to Higher Level of Support As Needed
- Update Labels, Packaging, Tech Data Sheets & Website As Needed
- Accounting
 - Contacting customers on past due amounts
 - Requesting Sales Tax Certificates
 - New customer credit Application approvals

Required Qualifications:

- Minimum 2-3 years of Previous Office Experience
- General Computer Skills
- Quick Learner
- Strong Communication Skills
- Critical Thinker – Anticipate Future Needs & Issues
- Ability to Multi-Task
- Problem Solving Skills
- Work Independently but also a Team Player

- Versatile/Cross Train for Back Up to Other Positions
- Microsoft Office Experience: Word & Excel

Working Conditions:

- Full Time
- 8:00 am - 4:30 pm Monday – Thursday, 8:00 am – 4:00 pm Friday
- 30 Minute Lunch
- In-office Position (no remote opportunities)
- Position will start in St. Charles and will move to our new location in Aurora December '23/January '24
- Desk Position
- Very Quiet Office Environment
- Work Independently with Some Team Interaction
- Training provided on order and inventory system as well as product knowledge.

Benefits:

- Health Insurance (Employer Partially Funded) - Available 60 days following the 1st of the month
- Optional Additional Insurance (Employee Funded) – Dental, Short & Long Term Disability, Life etc
- 401 (k)
- Holiday & Paid Time Off

Please send resume and indicate position of interest to info@sek.us.com.