



Cottage Door Press – Full Time Customer Service Representative

Cottage Door Press is a young dynamic children's publishing company located in Rolling Meadows, IL. We are currently in a rapid growth mode and are seeking to add a Customer Service Representative to our operations and warehouse team based in Southeastern Wisconsin. This position will support the team by coordinating customer activities including orders, shipments, and invoicing. This person will work very closely with the Sales and Operations teams to manage the flow of goods to our customers.

Responsibilities Include:

Customer Communications/Maintenance:

- Work with sales team to manage order requirements
- Document the needs of each customer in relation to order processing, shipping, etc...
- Maintain customer records and addresses in ERP system
- Reception phone coverage required as scheduled

Manage Order Flow:

- Process incoming orders and manage the flow of future orders, back order releases, etc...
- Data entry and quality control
- Troubleshooting problems with orders, shipments, and deliveries

Assistant Liaison with 3PL Warehouse Fulfillment Center:

- Ensure timely processing of orders by our 3PL Warehouse
- Setup special projects (work orders) & monitor customer specific stock
- Understand and communicate customer requirements to 3PL warehouse as outlined in customer routing guides

Accounts Receivables / Invoicing:

- Assist in invoicing customers for shipments
- Gathering documentation regarding credit claims

Inventory Monitoring:

- Monitor inventory levels & work with operations when needs arise
- Monitor the customer specific inventory needs, keep product built up as required.

Requirements:

- Minimum of 3 yrs customer service experience or 2 yrs of college
 - Strong communications skills, written and oral
 - Organizational skills to manage large flow of information
 - Ability to multitask and prioritize projects
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