

Job Description

Order Fulfillment/Administrative Assistant Watertown, MA

Job Summary

We have an immediate opening in our Watertown Office for a full time Order Fulfillment / Administrative Assistant.

Qualifications

Must have excellent oral and written communication skills, be highly motivated, organized, and extremely detail oriented. We're looking for an outgoing self-starter with a positive attitude who enjoys a small business environment. College graduates with a degree in Business Administration or a related field or equivalent experience is preferred.

Computer skills are a must. Candidates must be proficient in Quickbooks accounting software as well as Microsoft Office applications.

Job functions include

- Manage the entire order fulfillment process with 100% detail and accuracy
 - Process orders received from the customer
 - Write purchase orders and invoices in our Quickbooks accounting software package
 - Track the order from the vendor to ensure timely delivery
 - Receive the order and enter the bill from the vendor
 - Ship the order to the customer as needed
- Answer phones professionally and courteously within two rings
- Provide customer service as needed with issues such as order tracking, serial number lookups, seminar registrations and requests for literature
- Maintain the training class schedule on internal company calendar, schedule and reschedule classes as needed
- Register students for training classes
- Send emails to customers to sell training classes
- Respond to clients', prospects' and referral sources' requests for information in a timely and accurate manner
- Coordinate and track meetings and arrange for location and/or catering as required
- Bookkeeping and sales reports activities in Quickbooks
- Update and maintain customer database information in an ACT database

Compensation

Salary commensurate upon experience, starting salary range from \$32,000 - \$40,000 plus bonuses, medical and dental benefits, 401K Plan and paid time off.