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| Job Title: | Customer Service/Administrative Assistant  | Job Category:  | Administrative |
| Department/Group: | Operations | Reports to: | VP of Operations |
| Location: | Fort Collins, CO  | Travel Required: | No |
| Level/Salary Range: | Skilled/Experienced | Position Type: | Full Time  |
| HR Contact: | Rebecca Hicklin/Dave Splett | Date posted: | July 13, 2020 |
| Job Description |
| **Essential Functions**A qualified individual to work in Customer Service and perform administrative duties. Maintain, organize, and plan the necessary customer interaction and support system of operations. Duties and responsibilities include but are not limited to:* Customer service contact/interface between customers and Injectech via all methods of communication.
* Coordinate and lead all aspects of front office coordination and organization.
* Proficient in SAP in the areas of customer orders and customer service.
* Verify pricing and inventory for customers prior to order placement
* File closed sales orders
* Support Sales department.
* Enter parts into SAP, close production jobs, pull orders
* Send out samples to customers upon request.
* Create job travelers for assemblies.
* Procurement of office supplies, purchased parts, assembly components and raw material.
* Verification of delivery note and COC.
* Demonstrates knowledge to hold to standards of International Standards Organization (ISO) and Good Documentation Practices (GDP) within the Quality Assurance Department.
* Assures that all work assigned to position is performed in accordance with specifications, instructions, and requirements.
* Other duties as needed.

Qualifications* Ability to work in a team environment
* Demonstrates good verbal communication skills
* Must be able to get to assigned shift on time
* Must have a flexible schedule
* Must be able to read and write in English
* Bi-lingual preferred
* Must be able to perform simple math such as addition, subtraction, measuring and decimal points.

Physical Requirements* While performing the duties of this job, the employee is expected to sit or stand for 8 hours per day.
* Use hands and fingers to handle objects, tools or controls, reach with hands and arms.
* Stoop, kneel or bend.
* Employee must be able to talk and hear.
* Employee must be able to lift and/or move up to 30 pounds.

Minimum of one year experience in Office Administration, Customer service or related field |
| Reviewed By: |  | Date: |  |
| Approved By: |  | Date: |  |
| Last Updated By: | Rebecca Hicklin | Date/Time: | Updated July 15, 2020 |
| Employee Signature |  | Date: |  |