



Munro is seeking a Seasonal Customer Support Superstar!

Join the irrigation industry's premier and preferred pump manufacturer, based right here in Grand Junction, to provide basic customer support to our customers across the country.

The right candidate will...

1. Be enthusiastic about creating excellent and consistent customer experiences
2. Be a problem solver
3. Be a team player
4. Be a growth oriented person who wants to learn and grow every day

You'll spend your days...

1. Helping people across the country
2. Collaborating with and supporting your team
3. Contributing to improve customer experiences
4. Learning

Munro offers you...

1. An opportunity to utilize your talents to help people across the country
2. A collaborative, positive team in a casual work environment
3. Competitive compensation

**POSITION:**

**SEASONAL (SUMMER 2019) ORDER PROCESSING AND DATA ENTRY CLERK**

Reports to: Operations Director, Munro Companies, Inc.

Job classification: Full-time, hourly, temporary

Description

Munro Companies, Inc. is a rapidly growing manufacturer, based in Grand Junction, CO. As a manufacturer of centrifugal and submersible pumps, pump stations, grooved fittings, specialty valves, and other pump accessories, we partner with distributors nationwide to sell products for irrigation, water features, dewatering, mining, oil & gas, OEM and general industrial use. Munro builds innovative, professional-grade products using high-quality components to outperform and out-last anything else in the market.

The Order Processing and Data Entry Clerk is a seasonal position (April - August), which supports the Operations team. Primarily focused on order processing, this position will also undertake administrative duties as assigned.

## Job Duties

- Order/Product Processing
  - Process product quotes requests
  - Complete and submit product orders
  - Submit customer invoices upon order completion
  - Coordinate product inventory level validation
  - Communicate final charges with customer's AP departments via email and other electronic means
  
- Administrative duties
  - Answer phones
  - File and organize paperwork for data entry
  - Analyze data for errors
  - Reporting problems with data
  - Accurately entering information into various computer programs
  - Create and run reports from the ERP system
  - Coordinate RMA tracking and documentation
  
- Additional
  - Deliverers an excellent customer experience in all customer interactions.
  - Other duties as assigned.

## Qualifications

- Attention to Detail: Ability to work with precision and identify/solve problems
- Analytical Skills: Independent/strong problem-solving ability
- Speaking and Writing: Strong written and verbal communication skills
- Must be able to navigate a wide range of computer applications. Including but not limited to:
  - Microsoft Office
  - Enterprise Resource Planning (ERP)
  - Google Sheets
  - Order Entry Systems
  - Zoho Application (Project, Desk, CRM, Reports)
  - Email Systems
  - Wide Range of IOS applications
- Enthusiastic, high energy, results driven, solid work ethic and ability to interact with team members.
- Ability to collaborate and interact with cross functional teams

## Physical Job Requirements

- Stand and / or sit continuously and perform job functions for a full shift with meal break
- Visual acuity corrected to perform job functions
- Ability to hear and respond to facility commands and interact on the telephone
- Strong mental agility, including ability to remember short and long term and ability to perform analytical tasks
- Physically occupy workspace 5 days a week, 8 hours per day (with dedicated breaks). Additional hours as needed to meet seasonal demands

Location: Grand Junction, Colorado

Education level: HS diploma or GED required. Associates or bachelor's degree in business or a related field preferred.

Travel required: N/A

Salary range: Munro offers competitive compensation, commensurate with experience. Please provide salary requirements.

Munro Companies is an Equal Opportunity Employer. This job posting does not constitute a promise or guarantee of employment. The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.