

## Position Description

<b>Job Title</b>	Order Entry / AR Specialist	<b>Division</b>	Business Office		
<b>Classification</b>	Hourly	<b>Revised Date</b>	11/03/2024		
<b>Supervisor</b>	Director of Customer Relations				

### Statement of Primary Purpose

Under the supervision of the Director of Customer Relations, the Order Entry/ AR Specialist is responsible for entering customer orders, processing customer invoices and backing up other areas of the business office as needed.

### Responsibilities & Duties

1. Receive customer orders from customer service representatives (CSR).
2. Review customer orders for completeness and send back questions to CSR's.
3. Once reviewed and changes complete, enter orders into the Cruze software system for order scheduling.
4. Email order acknowledgements to customers and sale representatives.
5. Track orders entered daily and unprocessed backlog for upper management trend analysis.
6. Review paperwork once a customer's product is shipped for accuracy and completeness.
7. Make any changes necessary to customer acknowledgements before invoicing.
8. Create invoices in Cruze software and email/mail customer invoices.
9. Work with the primary AR & Credit Specialist to reconcile customers' balances.
10. Submit live checks from both AR and AP for remote deposit.
11. Send updated W-9 and payment request information to customers.
12. Be trained in various other areas of the business office so that you may be a backup in the absence of another business office employee.
13. Perform any other business office task as needed.

### Qualifications

1. An understanding of accounting principles and the accounts receivable process.
2. Knowledge of computer operation.
3. Ability to work closely with others in business office matters.
4. Ability to communicate well with co-workers, management, and the public.
5. High School Diploma required, Associates degree in Business Administration/Accounting or related areas preferred.
6. Two years' experience in related field preferred.
7. Computer literate and Microsoft Word and Excel proficient.

### Licensing Requirements

None

### Physical Demands

No substantial physical activity required. The functions of the job are usually performed sitting, but may involve some amount of stooping, kneeling, bending, crouching, lifting up to 10 lbs., walking, carrying, and other movements may be required. Tasks such as working at a computer keyboard may involve extensive wrist and hand movements. All individuals are required to be able to perform these movements without a significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions listed above.

### Working Conditions

1. Noise level is usually moderate and normal for an office environment.

**Position Description  
(Continued)**

**Hazard Assessment**

None

**Personal Protective Equipment**

N/A

**Direct Reports**

None