



gSource, LLC
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Job Description

Job title: Order Clerk
Wage Category: OC I, II, III
Department: Customer Service
Reporting to: Customer Service Manager
FLSA Status: Non-Exempt (Fair Labor Standard Act)

Responsibilities include:

- Receive and process incoming orders
- Inform customers of order receipt, prices, shipping dates and delays
- Contact customers to resolve questions, inconsistencies, or missing data
- Respond to customer inquiries (price check, stock check, cross references, etc.)
- File orders, sales confirmations, packing slips, etc.
- Enter customer contact information into Peachtree and Outlook
- Generate reports
- Answer incoming telephone calls
- Handle customer complaints
- Process customer returns
- Complete jobs and tasks as assigned