

Storm Creek in Eagan, MN is actively seeking a self-motivated **Orders/Customer Specialist** to ensure customers are totally satisfied. Are you the type who loves working with customers? Do you have a can-do attitude? Would you like to join an **innovative company that is working toward eco-friendly apparel solutions**? If so, please keep reading!

ABOUT STORM CREEK

We provide **great benefits and perks**, including a **401(k) plan, health insurance, flexible spending accounts (FSAs), paid time off (PTO), and life insurance**. We offer **rewarding career opportunities** in a **creative and inclusive work environment** that is **casual, fun, and energetic!** Additional programs include a **paid volunteer service day, a clothing allocation, and a shared success bonus program**. If this sounds like the right retail opportunity for you, **apply today!**

We are a fast-growing, outdoor-inspired apparel company. Our mission is to create better products for the greater good, meaning producing eco-friendly apparel that performs well, looks great, and is reasonably priced. Our core values are to always seek better, have passion for growth, and engage with purpose, as well as think and be curious. We have stayed true to these values in building a company that we are proud of. With thoughtful design, incredible quality, and a world-first ethos, we strive to exceed customer expectations with the best service and products available.

Our work environment is **fast-paced, collaborative, and fun!** We run our company on our core values and the proven Entrepreneurial Operating System (EOS). For our amazing team, we offer **robust benefits** as well as an **innovative work environment and opportunities for growth and advancement**.

A DAY IN THE LIFE OF THE ORDERS/CUSTOMER SPECIALIST

As a member of Storm Creek's order management team, this position completes order entry, data entry and other customer-related tasks with outstanding accuracy and attention to detail.

Primary Job Functions:

- Accurately performs order entry and management for customers, from receipt of the order to invoice.
- Intentionally provides first-level order follow-up and support to customers during the entire order entry process to ensure customer satisfaction.
- Effectively communicates with customers to clarify order issues.
- Manages client's profiles and order information in the ERP and CRM systems.
- Provides accurate and timely tracking, reports, and updates as required to the customer service and sales team.

- Support the Customer Service team with overflow incoming calls when necessary.
- Oversees open orders and assign backorders to future shipments and handle customer communication when shipment timing changes and/or arrives.
- Review pending orders throughout the day to ensure prompt communication to get complete information.
- Initiates credit card pre-authorization for all orders.
- Determines ways of improving the customer experience to providing and facilitating feedback between team members.
- Completes data entry projects as assigned

QUALIFICATIONS FOR THE ORDERS / CUSTOMER SPECIALIST

Do you love tending to all the details and ensuring the customer is always happy? Do you have a cheerful and enthusiastic demeanor? Do you have exceptional verbal and written communication skills? Are you able to manage your time efficiently? Can you be a contributing team member? Are you a problem-solver? Do you have an enthusiastic attitude? If so, please apply to this position today!

- 0 to 3+ years of related work experience
- Exceptional attention to details
- Friendly and accommodating skills and desire to serve customers
- Computer skills: Proficient with Microsoft Office (especially Excel) and able to quickly learn ERP software
- Comfortable dealing with a variety of teams within an organization
- Self-motivated, with high energy and thrives in a fast-paced, growing business
- Team player

WORK SCHEDULE

This position is full-time Monday through Friday working the hours of roughly 8 a.m. to 5 p.m.

ARE YOU READY TO JOIN OUR ORDER MANAGEMENT TEAM?

If you feel that you would be perfect as our Orders/Customer Specialist and can help us build our brand of eco-friendly apparel, **apply now** using this link <https://stormcreek.prevueaps.com/jobs/238644-42905.html> or visiting our career page at <https://www.stormcreek.com/pages/careers>.

!