



JOINING TECHNOLOGIES

EMPLOYMENT OPPORTUNITY

Job Title: Customer Order Review Specialist
Department: Production
Reports To: Production Control Coordinator

Summary: Responsible for reviewing all incoming orders for accuracy to allow for smooth and seamless transition to the production floor. Provides daily communication to customers on pricing, scheduling, and shipping information as needed by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Reviews all incoming orders for accuracy.
2. Communicates any discrepancies on customer orders with written or oral communication.
3. Responds to customer inquiries in a timely and professional manner.*
4. Prioritizes and manages multiple tasks.*
5. Reads blueprints on a basic level.*
6. Maintains development files.*
7. Maintains contracts and prints properly.*
8. Works within guidelines of quality manual.*
9. Shares the responsibility for customer service, receiving, scheduling, and on time delivery.*
10. Provides support in other departments as needed.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of word processing software, spreadsheet software, internet software.

Education/Experience:

High school diploma or general education degree (GED); or equivalent combination of education and experience.

Knowledge, Skills and Other Abilities:

- Time management skills
- Written and oral communication skills
- Ability to pay close attention to detail
- Ability to maintain composure and work in a fast paced environment
- Ability to work independently within a team environment
- Professional demeanor

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts.

The noise level in the work environment is usually noisy.

Equal Opportunity Employer

It is the policy of Joining Technologies, Inc. and their subsidiaries to provide equal employment opportunity for all qualified employees and applicants without regard to race/color, religion, age, sex (including pregnancy), national origin, disability, veteran status, marital status, genetic information, or other characteristic protected by law.