



PR/087023 | Order Management Specialist

Job Information

Recruiter

JAC Recruitment USA

Job ID

1565056

Industry

Restaurant, Food Service

Job Type

Permanent Full-time

Location

United States

Salary

Negotiable, based on experience

Refreshed

December 23rd, 2025 08:00

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

POSITION TITLE Order Management Specialist

POSITION SUMMARY

This role is pivotal in ensuring seamless order processing, inventory coordination, and exceptional customer service. The ideal candidate will be detail-oriented, proactive, and passionate about delivering outstanding service to both internal teams and external partners.

RESPONSIBILITIES

Order Management

- Accurately process customer orders received via EDI, email, and fax
- Generate BOLs and release orders to ensure timely deliveries

- Issue invoices post-shipment and reconcile open orders with daily sales reports
- Identify and implement process improvements to enhance customer experience

EDI & Data Synchronization

- Manage EDI document entry and transmission
- Troubleshoot and resolve EDI-related issues
- Upload GDSN product data to meet customer requirements
- Send PDF documents to non-EDI customers

Logistics & Inventory Control

- Monitor inventory levels to minimize stockouts and overstock situations
- Track incoming shipments and collaborate with the logistics team
- Participate in inventory allocation strategy discussions

Customer Service

- Communicate with customers regarding discrepancies, order issues, and shipping delays
- Ensure prompt and thorough resolution of customer concerns
- Maintain a comprehensive customer relationship database
- Understand customer logistics and supply chain requirements

Additional Responsibilities

- Report incidents promptly to management
- Comply with federal, state, and local regulations, including product recall procedures
- Support team efforts by assisting colleagues and completing related tasks as needed
- Stay updated on industry trends and apply knowledge to improve performance
- Actively seek and implement process improvements
- Accept and act on constructive feedback

QUALIFICATIONS

- Bachelor's degree or equivalent from a four-year college or technical school, or equivalent combination of education and experience
- Training in EDI and data synchronization is a plus
- Strong communication skills in English (reading, writing, speaking)
- Proficiency in Microsoft Office (Word, Excel, Windows)
- Ability to interpret technical documents and legal/financial paperwork
- Strong analytical and problem-solving skills
- Professional, tactful, and adaptable demeanor

- Ability to calculate percentages, discounts, interest, and other business-related figures
- Competence in basic algebra, geometry, and interpreting graphs
- Strong common-sense reasoning and ability to handle non-standardized problems

LOCATION Irving, Texas (Dallas Area)

EMPLOYMENT TYPE Full-time, Non-Exempt

SALARY USD45,000

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Company Description