

# アメリカの求人なら JAC Recruitment USA

# 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

November 11th, 2025 11:04

### 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