



PR/087023 | Order Management Specialist

募集職種

人材紹介会社

JAC Recruitment USA

求人ID

1565056

業種

レストラン・フードサービス

雇用形態

正社員

勤務地

アメリカ合衆国

給与

経験考慮の上、応相談

更新日

2026年02月03日 08:01

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

無し

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

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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会社説明