



## 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

2025年12月09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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