Job Description

Order Entry / Customer Support Associate

Employment: Full-time
Pay: $17.00 per hour
Location: 1525 West River Road, Dayton, OH 45417
Work arrangement: In person
Shift / schedule: Monday–Friday, 7:00 a.m.–3:00 p.m.

Job Summary

Help keep customer orders moving at our Dayton facility. You'll prepare shop-floor and shipping paperwork, work with production and accounting, and give customers clear answers about their orders.

About the role

A customer calls to ask when their parts will ship. You know where to look and who to check with because you helped get the order moving in the first place.

At Plating Technology, you'll turn customer purchase orders into the instructions our Dayton production team uses on the shop floor. You'll work with shipping and receiving, production, and accounting to keep orders moving from entry to invoice. If you enjoy focused computer work and getting people clear answers, this role gives you both.

What you'll do

- **Enter customer orders.** Check purchase orders, enter the details, and create job travelers that tell production what to process.
- **Track orders through production.** Check with the shop and shipping so you can answer customers' questions about order status and shipping methods.
- **Prepare shipping and billing paperwork.** Record completed jobs, prepare shipment documents and invoices, and keep financial files organized for accounting.
- **Help around the office.** Pitch in on other projects and duties as assigned.

Essential functions

- Read and understand purchase orders, invoices, and related documents.
- Enter data accurately and check it for errors.
- Communicate face to face with coworkers and use phone, email, and messaging software.
- Frequently sit, reach, grasp, talk, listen, and perform repetitive motions.
- Use close visual acuity to prepare and review data and figures, transcribe information, and read a computer monitor.

Working conditions

This is primarily seated work. The role may require exerting up to 10 pounds of force occasionally and negligible force frequently or constantly to lift, carry, push, pull, or otherwise move objects. The work does not involve substantial exposure to adverse environmental conditions.

What you'll bring

- One to five years of data entry experience. Manufacturing experience is preferred.
- Careful attention to detail. You check your entries against the paperwork and follow up when something doesn't match.
- Proficiency with Microsoft Office. Experience with an ERP system is a plus.
- A high school diploma or GED is preferred.

Job Description

Benefits

- 401(k)
- Health insurance
- Dental insurance
- Vision insurance
- Paid time off

Equal opportunity

Plating Technology is an Equal Opportunity Employer.