

Human Resources

Title: Job Description – Procurement and Customer Service Specialist

Page 1 of 4

1 Job Information

Status: Non-Exempt Full Time

Department: Shop and CS/Graphics

Reports to: Procurement – AP

Customer Service – Office Manager

2 Description

Coordinates the procurement and movement of inventory and supplies against open sales orders within the shop and customer service department by entering orders and picking product.

3 Basic Tasks

Other duties may be assigned as needed.

- Assesses inventory requirements by maintaining daily inventory and sales reports/documents manual and electronic through company approved software.
- Picks product and deliver materials to departments, using work devices such as foot traffic, hand truck or forklift.
- Become familiar with equipment and product line to stage product for accuracy and efficiency.
- Cycle counts to determine product required and assess time to order.
- Create quotes in company approved software and submit for approval.
- Works with Shipping/Receiving Lead to assure that the:
 - Commodity is delivered on schedule, at the negotiated price, and meets the quality standards of the company.
 - Maintains timely control of orders, amendments, shipping notices, and other documents to assure accurate retention of records.
 - Coordinates appropriate methods needed to distribute commodity in a cost-effective manner.

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Human Resources

Title: Job Description – Procurement and Customer Service Specialist

Page 2 of 4

- Examine contents and compare with records such as manifests, invoices, or orders to verify accuracy of incoming or outgoing shipments.
- Prepare documents such as work orders, bill of lading, and shipping orders to route materials.
- Record shipment data such as weight, charges, space availability, and damages and discrepancies for reporting, accounting and recordkeeping purposes.
- Confer and correspond with establishment representatives to rectify problems such as damages, shortages and nonconformance to specifications.
- Requisition and store shipping materials and consumable supplies to maintain inventory of stock.
- Contact carrier representative to decide and to issue instructions for shipping and delivery of materials.

Office:

- Responsible for phones and email inbound and outbound.
- Enter customer orders per standard operating procedures.
- Maintain accuracy for quality for all tasks.
- Communicate with sales staff to verify all information is correct and clear up any missing information or inconsistencies on orders.
- Update open sales order report following invoicing.
- Acquire knowledge of customer base for all companies.
- Keep a positive attitude when working with other employees.
- Maintain file systems and daily filing tasks for all orders.
- Maintain office equipment. (i.e. fill printers with paper & toner, un-jam printer, etc.)

4 Qualifications and Skills

To perform this job successfully, an individual should demonstrate the following:

Communications – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form, exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

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Human Resources

Title: Job Description – Procurement and Customer Service Specialist

Page 3 of 4

Adaptability – Adapts to changes in work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays or unexpected events.

Education/Experience – High School Diploma or equivalent

Language Ability – Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees.

Mathematical Ability – Add, subtract, multiply and divide in all units of measure using whole numbers common fractions and decimals. Compute rate, ration and percent and draw and interpret bar graphs.

Supervisory Responsibilities – This positions has no supervisory responsibilities.

Work Environment – The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Physical Demands – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to walk; reach with hands and arms and talk or hear. The employee must frequently lift and/or move up to 40 lbs. Specific visaion abilities required by this job include close vision, distance vision, and the ability to adjust focus.

5 Advancement Opportunities

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Human Resources

Title: Job Description – Procurement and Customer Service Specialist

Page 4 of 4

DOQ and interests will train more extensively into any of the departments for further resume enhancement and growth within the company. UniversalPromo, Inc. has a policy of hiring within standards and policies.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

I understand that UniversalPromo, Inc is an “at-will” employer, meaning that my employment has no specified term and that the employment relationship may be terminated any time at the will of either party on notice to the other. I also realize that UniversalPromo, Inc is providing this training solely at its own discretion, and that it will not change my at-will employment status.

I have read and understand the intent and contents of this training module; I understand that I am responsible for following the procedure as described above. I, further, understand that that all or part of this procedure may be subject to change at any time at the discretion of the company.

I have received a copy of this notification. It has been discussed with me, and I have been advised to take time to consider it before I sign it. I have freely chosen to agree to it, and I accept full responsibility for my actions. By signing this, I commit to maintain accurate and up-to-date procedures and to follow the company’s standards of performance and conduct.

| | |
|---------------------------|----------------------------|
| x | x |
| Employees Name (Print) | Trainers Name (Print) |
| x | x |
| Employee Signature & Date | Trainer Signature and Date |

6 Change History

| Revision Date | Revised By: | Rev. | Reason For Change |
|---------------|--------------|------|-------------------|
| 10/04/22 | A. Westerman | - | Initial Release |



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Revision Date: XX/XX/XX

Human Resources

Title: Job Description – Procurement and Customer Service Specialist

Page 5 of 4

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