

## Job Description

Founded in 1940, Ardry Trading Company, a global distributor and manufacturer of products and components for the transmission and distribution of electricity, is seeking a full-time Customer Service/International Shipping Coordinator.

### **Your primary responsibilities would include:**

- Organize order records and documents in order files
- Perform review of all orders for customer requirements to ensure orders are entered per negotiated requirements including importing and exporting requirements.
- Provide continuous feedback to the customer on order status by providing proactive communication with the customer in anticipation of customers' needs.
- Coordinate and support in administrative and documentary requirements and conditions ensuring compliance with order terms and conditions from quotation/proposal through shipment.
- Keeps customer database updated with all activities and maintain all records for account responsibility.
- Monitor shipping dates of all sales and purchase orders to coordinate timely dispatches with domestic and overseas customers and vendors
- Communicate internally and externally regarding open orders and order shipping
- Monitor vendors and 3rd party logistics providers for timely deliveries of inbound and outbound shipments
- Troubleshoot logistics-related issues with logistics service providers, vendors, and customers
- Prepare documentations for international and domestic shipments
- Utilize various functions in our ERP (Acumatica), including but not limited to creating orders, inventory receiving, picking lists, packing lists, invoicing, etc.
- Initiate timely invoicing and work closely with accounting department to ensure billing accuracy
- Follow up with customers and 3rd party logistics providers to ensure shipments arrive at their destination in time and in good order
- Resolve issues related to missing or damaged shipments with customers, vendors, and 3rd party logistics providers
- Various other duties as they arise

**Qualifications:** The ideal candidate will be an action-oriented professional who takes on tasks and assignments with energy and enthusiasm, can manage multiple tasks in a timely manner, and has strong follow-through to complete tasks and assignments. The candidate for this position should relate well to others both internally and externally and have a proven track record of establishing and maintaining effective relationships with external parties.

### **The minimum required qualifications include:**

- Minimum 2 years customer service and import/export shipping
- In-depth knowledge of import/export documentation, compliance, and logistics with a solid understanding of Incoterms
- Strong computer skills including proficiency in core Microsoft Office 365 programs (Outlook, Excel, Word, PowerPoint)
- Experience with ERP systems (experience with Acumatica a plus)
- Must have excellent business writing and verbal communication skills, including the ability to communicate with persons of various social, cultural, economic and educational backgrounds,
- Must have the ability to work independently, think critically, and meet deadlines

- Must be detail-oriented, able to multi-task, and follow through on assignments with minimal direction.
- Knowledge of the metric system and U.S. equivalents, along with experience performing weight and measurements operations

#### Physical demands and abilities

- Occasionally lift and/or move objects that weigh up to 40 lbs.
- Frequently required to stand, walk.

#### **Compensation:**

- \$ 40,000 annual base starting salary
- Earned paid vacation and personal days
- Paid holidays
- 401K with company matching
- Health/dental/vision/life insurance

## **Company Details**

### **Industry**

Electrical products wholesale trade and manufacturing

### **Headquarters Location**

195 Industrial Boulevard, Rincon, Georgia 31326, United States

### **Size**

10 - 50 employees

### **Website**

<https://www.ardry.com>