

# **Web Customer Support Specialist - Accounts Payables Assistant Position (Astoria, OR)**

Are you AWESOME, LOYAL, and COMMITTED? Englund Marine, a leader in the Marine and Fishing industry, is looking for a reliable Web Customer Support Specialist and Accounts Payable person to join our team at our Astoria, OR location. If you are an upbeat individual who likes working with the public and being a part of a growing company where your efforts can make a difference, then this is the job for you!

The ideal candidate is a hard-working team player who has a cheerful, upbeat personality and wants to be an active driver of the success of the company where they work!

**Summary:** This position will process online customer web orders, complete website account setups, customer service calls, and provide other support for the website. This position also provides Accounts Payable support with advanced receiving and a variety of clerical activities and related tasks. These duties require a candidate who can multi-task and accomplish set goals promptly.

## **Web Customer Support Specialist Duties include but are not limited to:**

- Web order processing; facilitates efficient and accurate processing of online orders.
- Determine order fulfillment and location product is available at, create order or transfer if needed.
- Interact with customers via telephone or email to provide online support with orders, tracking or delivery information, product information, and other general questions or information to customers.
- Ensures that appropriate actions are taken to resolve customers' problems and concerns and ensures they receive excellent service.
- Uses computer database to retrieve necessary customer and inventory information and purchase order status.
- Monitors and maintains files of active orders, updates changes to customer accounts or orders.
- Website account set up and maintenance
- Research online orders that look like they may be fraudulent or questionable by investigating
- Perform other related duties as assigned

## **Accounts Payable Duties include but are not limited to:**

- Posting invoices; review and verify quantity and cost of product
- Prepare invoices for weekly check run
- Research vendor statements for outstanding charges or missing invoices
- Research and resolve invoice discrepancies, issues, and outstanding defective and credit invoices
- Correspond with vendors and respond to inquiries
- Answer multi-line phone system and coordinate inbound calls
- Organizing and Filing and other related duties as assigned

## **Skills Required:**

- Excellent organization skills and attention to detail
- Excellent verbal and written communication skills
- Ability to maintain good customer relations and outstanding customer service skills
- Proficient computer skills and ability to learn.
- Strong phone skills working with a multi-line phone system a must

Wage DOE; starting at \$19.00 an hour

**Time Requirements:**

- Job is Sunday through Thursday
- Base hours are 8:00 am to 5:00 pm on weekdays and Sunday 8:00 am to 3:00 pm
- Longer hours are sometimes required during busy times or special events

Our excellent benefits include Profit Sharing, 401K, Personal Time Off, Health, Dental, Vision, and Life Insurance.

If you feel you would be a good fit and you meet all of the above qualifications, please visit our website at <https://www.englundmarine.com/pages/employment.html> to download an application and email application and/or resume to [hr@englundmarine.com](mailto:hr@englundmarine.com)