

Employee Position Description

Title: Order Processor/Data Entry Clerk

Order Processing Department

Reports To: Order Processing Supervisor

Qualifications:

Must have a high school diploma or GED. Must have excellent communication skills in person and over the telephone. Must possess a suitable temperament for maintaining amiable relations with customers and other outside contacts. Must be computer literate. Must be able to work the morning and/or evening shift. Must be able to pass a criminal background check, fingerprint check, drug and alcohol testing.

Duties and Responsibilities:

1. Processes targeted daily trips through call intake process within planned trips per hour.
2. Maintains customer service relations.
3. Order Processors answers clients' calls for trips and inputs trips into computer. Special instructions for clients' trips are recorded. Trip tickets are processed and batched together and given to dispatchers for routing and assignment of drivers and vehicles for the next day. Tickets are batched and further processed as drivers turn in their trip tickets.
4. Order processors also enter into the computer the actual driver pick-up and drop-off times of client trips.
5. Switchboard operations require Order Processors to answer the telephones, direct calls to SCR personnel; record client complaints and answer client inquires.
6. Performs other duties as assigned.

This is an hourly position. The hours and days worked may vary at the discretion of the Company. The duties and responsibilities outlined above are general guidelines for the position and should not be interpreted by any employee as the only duties and responsibilities for this position. Management reserves the right to assign additional duties and responsibilities relevant to the position whenever it deems necessary.