Mettler Toledo Safeline has an opening for an **Order Entry Administrator** in the Sales department.

This position reports to the Sales Support Supervisor.

**Summary:** Ensure orders are entered accurately into ERP and CRM systems with an emphasis on ensuring company policies are adhered to. Oversee all assigned orders from placement to final invoice with complete and thorough communication to internal and external employees, sales reps and customers.

**Essential Duties and Responsibilities include the following:**

Executing the New Order Entry Process

* Follow the new order checklist, established SOPs and best practices.
* Meet the establish turn times on >80% of orders assigned.

Overseeing Intercompany Orders (POs to Manchester, Royston, China and Switzerland)

* Submit purchase orders with accurate equipment descriptions and details required.
* Ensure pricing is correct during acknowledgement review (at the time of the invoice is the exception).
* Manage due dates from initial acknowledgement to late delivery.
* Escalate to meet customer requested delivery.
* Process change orders, cancellations and on hold purchase orders

Controlling Invoicing

* Issue deposits and milestone invoices throughout the order.
* Understand special terms and revenue recognition requirements.
* Ensure accurate invoice aging.
* Work with the account receivable department to resolve payment disputes.
* Follow the customer's requirements for invoicing.

Own Order Management

* Guide delivery expectations with the Reps.
* Follow up on approval drawings with Reps and Customers.
* Ensure change orders are progressing and processed quickly.
* Press for resolution for orders on hold and possible cancellations.
* Get involved internally when there is an issue on an order.
* Help coordinate internal and customer FATs.

Control Documentation

* Maintain all approvals for SOX compliance in the order efile.
* Save all notes throughout the order to the order log.
* Adhere to the electronic documentation SOP for naming requirements in the efiles.

Other duties as required or assigned, but not limited to inventory tasks, trade show equipment coordination, account specific tracking, rental invoicing, and maintenance of customer records.

**Primary People Contact:**

* External Customers
* Interdepartmental Personnel
* Sale Rep Channel

**Knowledge, Skills, Attitude:**

* Multi-Task
* Highly Professional
* Detail Oriented
* Good Communication Skills
* Windows Office
* Experience with CRM, ERP systems preferred

**Prerequisites (Education, Experience, etc.)**

* Associates or Bachelors degree preferred
* 5 years experience in sales support role