

# PARTS ORDER ENTRY ASSOCIATE

Empire Comfort Systems  
Belleville, IL

## Everyday Roles

- Answer Phones
- Order Entry for parts orders
- Process parts credits
- Invoice parts orders
- File invoices
- Communicate confirmations of orders, invoicing and credits to customers
- Use MAX for Order Entry responsibilities

## Responsibilities

- Invoice parts orders for Empire and Hearthrite orders
- Take all credit card orders and make copies
- Enter order # into sales order page
- Review orders for accuracy (qty, ship to address, etc)
- Add shipping cost (if necessary)
- Create and follow up on no stocks
- Post sales orders in MAX
- Communicate order acknowledgement to customers
- Enter invoices into EDI where applicable
- Submit EDI, print, date stamp and file invoices.
- Enter parts orders into MAX
- Print and distribute orders to Parts Department Associates
- Communicate "Ship w/ Sales" orders with other departments
- Answer questions for customers
- Direct customers where to order parts
- Answer questions regarding shipments and tracking numbers
- Inform supervisor/inventory associate of inventory levels
- Order supplies
- Look for Continuous Improvement
- Complete CI Reviews
- Timely performance
- Clean work area daily

## Ready to Apply?

Send a resume and cover letter to [jobs@empirecomfort.com](mailto:jobs@empirecomfort.com). Please include "Lab Technician" in the email subject line.

