



Job Description

Position Title: Sales Operations Assistant

Reports To: Operations Manager

Direct Reports: None

Overview:

The Sales Operations Assistant will support Account Executives with order handling and delivery management for key accounts.

Key Accountabilities:

- Responsible for bulk order tracking, on order log, receipt of order confirmations, shipping/delivery updates and maintenance of order books
- Write customer orders for system entry (hold/bulk)
- Maintain order integrity through review of order reports and regular maintenance
- Generate item set up files for buyers
- Manage order maintenance and issue resolution, including EDI reconciliation
- Support shipping through routing resolutions
- Follow up on pre and post routing calendar trigger dates
- Communicate with buyers/allocators on PO issues
- Support chargeback resolutions
- Special projects as needed

Required Skills/Abilities/Education:

- Bachelor's Degree in Fashion Merchandising, Business or related field
- Previous experience in customer service/account maintenance
- Excellent organizational and communication skills with attention to detail
- Ability to multi-task and prioritize in a fast paced environment
- Proficient in Microsoft Office (Knowledge of AS400 and EDI a plus)