



JOB DESCRIPTION – ORDER ENTRY CLERK – 6 MONTH CONTRACT WITH OPTION TO EXTEND AS NEEDED

Description	
Job Title	Order Entry Clerk - 6 month contract with option to extend as needed
Reports to Title	Manager Service and Finance
General Accountability	<p>Our mission is to Profoundly change the standard of care by creating a tomorrow where clinicians can confidently ablate tissue with precision; a tomorrow where patients have access to safe and effective treatment options, so they can quickly return to their daily lives. Changing the standard of care is part of our fabric. We are a group of energetic, problem-solvers focused on innovation, and looking to change the world. We are changing the paradigm for treating diseases such as prostate cancer by using real-time MR Imaging, thermal ultrasound and close-loop temperature feedback control, to gently ablate the diseased tissue with minimal side effects.</p> <p>If you share our values and want to work in a collaborative results focused culture and want to make a Profound impact in healthcare and your career, here is your chance.</p> <p>The Order Entry Clerk is a key employee in the Profound team with responsibilities in both finance and the field service team. Their primary role is focused on administrative responsibilities generated from the finance and service teams. These includes maintaining ledgers, credit balances and account irregularities, maintaining field service records, process field return and replacement orders.</p>
Duties and Responsibilities	<ul style="list-style-type: none">• Obtain customers’ names, addresses, billing information, product numbers, specifications of items to be purchased for order entry into ERP system.• Prepare invoices, related documents, and contracts.• Provide customers with order information and confirming receipt of orders.• Verify customer and order information.• Review orders according to company procedures and forward incomplete orders for further processing.• File copies of orders received and post orders on records.• Compute charges for merchandise, services, and shipping.• Compile order related statistics for management reporting.• Provide direction to other departments to prepare and ship orders.• Process customer product return requests per company procedures.• Organize and prioritize replacement orders.• Collect and review field service records for replacement orders.• Compile service-related statistics for management reporting.• Provide internal teams with shipping estimates and tracking information for replacement products.



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	<ul style="list-style-type: none">• Follow-up on return requests from customers and field teams to ensure timely return of product.• Report delays and issues to manager.• Execute other ad-hoc projects as assigned by the manager.
Competencies	
Education	Bachelor's degree preferred
Certifications	None
Key Attributes (experience, skills and technical knowledge)	<ul style="list-style-type: none">• Previous experience in manufacturing or service call center is an asset.• Experience with MRP/ERP systems• Proficiency in MS office products (especially- Word, Excel and project)• Ability to work in a cross-functional high paced team environment.• Excellent oral and written communication skills.• Ability to communicate effectively and build strong relationships with external partners.• Must be a highly motivated self-starter.• Must be goal focused and committed to completing tasks.• Great attention to detail and accuracy.• Demonstrated ability of managing conflicting priorities, task tracking and communication with all stake holders.