**Title:** Order Specialist

**Department:** Operations

**Job Req Opening Date:** June 2016

**Contact:** [Opportunity@indowwindows.com](mailto:Opportunity@indowwindows.com)

**Company**: Indow® is an award-winning Portland company that has developed a revolutionary window insert that dramatically improves the energy efficiency of existing windows while contributing to a significant reduction in carbon emissions. Indow is experiencing rapid customer acceptance as it expands nationally.

**You:** Highly motivated and detail-oriented with exemplary organizational and time management skills. Friendly and courteous, with an ability to shift between tasks effectively.

**Job Description & Responsibilities**: Indow is seeking an individual to join our growing team in Portland, OR who can provide front-line support to our growing dealer network, along with our staff and customers.

**Responsibilities**

* Order processing and follow up
* Creating and updating workflow processes
* Interfacing effectively with dealers, customers and various internal teams
* Capturing critical dealer/customer information in salesforce.com and proprietary company systems
* Answering phones and responding to dealer/customer inquiries via email
* Recording filing, faxing and copying
* Actively participating in all phases of your job to help us learn how to improve
* Other projects as assigned by management

**Required Skills & Qualifications:** The ideal candidate is motivated by a passion for growth and learning, as well as a desire to create continued efficiency and improvement in all processes that support a growing company. Skills and qualifications required:

**Skills Needed**

* Complete commitment to quality and accuracy
* Punctual and detail oriented
* Computer savvy with the ability to troubleshoot issues and input/verify data in Excel and company database systems
* Exemplary written and verbal communication skills
* Ability to follow oral and written instructions
* Solid understanding of geometry
* Strong problem solving skills with the ability to think and act quickly to address customer concerns
* Experience with salesforce.com a plus
* An interest in continual learning and growth

**Personal Qualities**

* Friendly and courteous
* Thrives in a startup environment – self-starter, driven, comfortable with ambiguity
* Calm and productive in the face of pressure
* Takes pride in a job well done
* Complete commitment to personal integrity
* Organized, thorough and systematic

**Experience & Education**

* 1-3 years of experience in customer service
* High school diploma or GED required

Indow® is committed to a diverse workplace and welcomes applicants from any race, color, religion, sex, sexual orientation, national origin, age, marital status, disability or veteran's status.

**Indow’s Mission:** We provide our customers with comfort and quiet while helping them achieve financial and environmental harmony.