

## Position Description

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**Title:** Order Verification Specialist

**Date Issued:** January 2022

**Department:** Pre-Production

**Supervises:** n/a

**Reports to:** Plant Manager

**Employment Status:** Non-Exempt/Full Time

## Summary

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All employees work together to help clients enhance their brands and convey their message through useful tools. Together we strive to be known as the most creative and responsive resource for delivering solutions.

Order Verification Specialist is responsible for the coordinating, reviewing, and correcting all customer orders in our business system to ensure the order is produced, priced, and shipped correctly.

## Duties and Responsibilities but not limited to the following

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- Responsible for proofing all incoming orders by coordinating, reviewing, and correcting any errors from Powerweave/Order Entry.
- Ensure the orders are accurate based on the customer request so the correct imprint may be applied, product may be produced or imprinted, correct price is stated, amount is aligned, packaging is clear for shipment to arrive correctly to the end user.
- Follow procedures & training as part of the Order Verification standard operating procedures (SOP) as directed by the Plant Manager.
- Focus on all the details of the order to ensure quality.
- The goal is to stay 5 days ahead in Proofing to allow production to flow accurately throughout. Inform management if you need assistance to stay 5 days ahead of schedule with order verification/proofing orders.
- Monitor order size and due date to prioritize open jobs.
- Work with Powerweave and/or Customer Service on any questions or error to accurately update an order.
- Partner with Plant Manager on any concerns or hurdles that occur within the order verification function
- Generate and deliver proper production packets to the Warehouse Specialist or Manager in a timely manner or to the Screen Room if screens are needed for production.
- Create required pre-production media for graphic reproduction
- Provide the Plant Manager and Alexander Team members support as needed
- Other duties as assigned

## Competencies

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To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to overtime when necessary to reach goals.; completes tasks on time or notifies appropriate person with an alternate plan.
- Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

## Qualifications

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience** – High school diploma or general education degree (GED); or one to three years related experience and/or training working in an order verification specialist role or similar experience; or equivalent combination of education and experience.
- **Language Skills** - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- **Mathematical Skills** - Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- **Reasoning Ability** - Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- **Computer Skills** – Microsoft, Syteline

## Working Conditions/Physical Requirements

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### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is occasionally required to sit. The employee must frequently lift, carry, set down, and/or move up to 55 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.***

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Employee Name (Printed)

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name (Printed)

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date