

Operations Clerk – RIWOspine, USA

RIWOspine is a leading pioneer in the emerging field of endoscopic spine surgery. The company developed the first endoscopic systems and techniques and is famous for its technical innovation, highest quality instruments, and outstanding educational programs. RIWOspine is a small company focused on the special needs of the spine endoscopy market, but is backed by the resources of its parent company, Richard Wolf.

RIWOspine has a need for an Operations Clerk in its Alpharetta, Georgia office to handle a variety of tasks – primarily the receiving, shipping, and processing of demonstration equipment. The Operations Clerk will also serve as backup to the Operations Manager to function in a Customer Service capacity and process orders using SAP Business One.

Key Duties:

- Shipping Receiving
 - Prepare shipments of demo equipment and new product
 - Update inventory database
- Receiving, Cleaning, Testing
 - Receive shipments of demo equipment from customers
 - Clean and disinfect all returned equipment
 - Inventory all returned equipment and report any missing items
 - Test all returned equipment for good condition and proper functioning
 - Remedy any deficiencies in the equipment sets
 - Update the equipment status in the demo inventory database
- Customer Service Activities
 - Serve as Customer Service back-up for the Operations Manager
 - Process customer orders using the SAP Business One system
 - Provide Order Confirmations, Purchase Orders, Invoices
 - Speak with customers and resolve / escalate any issues
 - Prepare quotes for the Sales Team or Customers as needed
- Support for Marketing Events
 - Prepare equipment for trade shows and training labs
 - Arrange shipping of equipment and track progress
 - Assist with event organization and logistics

Qualifications:

- High School Diploma required. Some college preferred.
- Minimum of 2-3 years of work experience in a clerk-level position preferred.
- Excellent computer skills including proficiency with the Internet and Outlook; knowledge of Microsoft Word and Excel preferred
- Must have ability to multi-task and prioritize
- The following physical demands are required:
 - Stand/Sit/Walk 8 hours per day
 - Lift 30 pounds