

## Order Center Administrator

### **About Us**

We are Restwell Sleep Products, a fast growing privately owned and operated manufacturer and distributor of mattresses, foundations, and other related sleep products. Our manufacturing location is based in Surrey, BC and we are one of Western Canada's largest privately-owned mattress manufacturers. We supply some of Canada's largest national retail chains, as well as hundreds of independently owned retail bedding and furniture stores in Western Canada with such well-known brands such as Spring Air, NOVO Sleep, and Pure Energy.

Our workplace culture is both energetic & respectful, plus our team is close-knit and fun to work with! We're looking for the person who assumes this role to be a driving part of what makes our company special, as well as successful!

### **The Opportunity**

**We are looking for an organized and detail-oriented Order Centre Administrator to join our team immediately at our office in Surrey, BC. The Order Center Administrator is responsible for order entry, producing tickets, invoicing, filing and other administrative duties to support the production process. This position will report directly to the Controller.**

### **Job Description**

- Enter customer sales orders into our system daily
- Follow-up with distributors/dealers with respect to missing information on orders
- Print and organize production tickets
- Answer customer calls and inquiries over the phone and/or email
- Maintain cross functional communication across departments
- Follow up with our internal teams on outstanding order issues
- Prepare and distribute customer invoices
- Other duties as requested to support the Sales, Administration/Finance & Production departments
- Upholding and demonstrating our Core Values

### **Skill Requirements**

- 1-year previous data entry, office, clerical or administrative experience required
- Previous experience utilizing spreadsheets, database programs and/or keypad numeric data entry required
- Computer skills including Microsoft Outlook, Word, Excel and Internet Browser applications
- Strong communication skills including the ability to read, write & speak English fluently
- Excellent organization and time management skills
- Exceptional attention to detail
- Ability to multi-task, take direction and perform tasks within specified time frames
- Excellent people skills both in person and via telephone
- Team player
- Completion of high school or equivalent required.

**Hours of Work:** This is a full-time hourly position working Monday thru Friday (40 hrs per week) 6:30 AM to 2:30 PM **-OR-** 6:00 AM to 2:00 PM.

**Compensation & Benefits:** The pay rate for this position is \$17.50 per hour. An extended Benefit and Income Protection Package including Health, Dental, Vision, Prescription, Life Insurance, AD&D, Long Term Disability & Supplemental Life coverage is available immediately upon hire. We also offer special employee pricing on our products!

### **How to Apply:**

**Interested in this exciting opportunity? Send your resume via email to [jobs@restwell.com](mailto:jobs@restwell.com). Please be sure to quote "Order Centre Administrator" in the subject line of your email. We thank all applicants for their interest in employment opportunities with Restwell.**