



Inventory Management Assistant

Center for the Collaborative Classroom is a nonprofit, educational organization dedicated to providing continuous professional learning for teachers and curricula that support the academic, ethical, and social development in children.

The primary function of this position is to support the inventory management operations to ensure product is readily accessible at all times. This involves maintaining records, communication with warehouse personnel and following standard operating procedures. Secondly, this position will work in partnership with the Client Support team as needed to provide quality support to our clients and the Collaborative Classroom sales team via professional telephone and email communications. This would include processing client purchase orders and requests for quotes, providing clients with product and service information and resolving product and service problems. This position reports to the Director of Operations.

Responsibilities:

- Reconcile warehouse receipts against shipping documents and report discrepancies to supervisor
- Receive inventory against purchase orders (PO)
- Issue purchase orders as requested by supervisor
- Issue work order requests to the warehouse and complete inventory builds as orders are completed
- Communicate with the warehouse to create new item records and provide a bill of materials
- Regularly provide warehouse with receiving reports for open PO. Report any past due PO
- Liaison with client services team to address and/or clarify inventory related procedures
- Keep abreast of complete product line including existing, new products and revised products
- Process customer purchase orders and online orders received using ERP system
- Respond to daily inquiries such as price quotes, materials sample requests, shipment status/discrepancies, return authorizations/damage claims, purchasing options, program information and general support
- Export committed orders to warehouses daily and monitor order fulfillment status at each warehouse-including internal/external coordination and preparing carton check lists as requested
- Establish and maintain a professional relationships with the client and internal sales team, seek additional resources as needed, provide corrective actions, escalate issues if necessary
- Provide client support services in a timely and accurate manner. Analyze and resolve service-related issues promptly
- Other duties as needed.

Requirements:

- Bachelor's degree Business or related field preferred
- Minimum of 2+ years' of combined experience in customer service or inventory management positions
- Excellent organization and meticulous attention to detail. Ability to and prioritize tasks and problem solve
- Ability to learn and use company hardware and software(s) quickly and efficiently and operate multiple systems concurrently
- Intermediate skill level with Microsoft Word and Excel. (V-look up and Pivot table preferred)
- Ability to follow through to ensure tasks/projects are completed accurately and on schedule
- Strong analytical and mathematical abilities
- Excellent oral and written communication skills including accurate spelling and grammar
- Exhibits professionalism and ability to work cooperatively with internal and external customers
- Ability to anticipate needs and fulfill them as they are identified
- Ability to exercise judgment and function with little supervision

COMPENSATION: This is a full-time position with a salary DOE. Benefits package includes comprehensive medical, dental, vision, long-term disability, life insurance, and a tax-sheltered annuity.

Send resumes with subject line “**Inventory Management Assistant**” to hr@collaborativeclassroom.org. Please visit us at: <https://www.collaborativeclassroom.org>. Collaborative Classroom is an equal opportunity employer.

