



Comprehensive Adult Student Assessment Systems

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**Position:** Orders Specialist

**Date:** January 2025

**Location:** San Diego, CA

**Company:** CASAS-Comprehensive Adult Student Assessment System

**Employment Type:** Full-time with a hybrid work schedule (3 days in office)

### **About Us:**

CASAS is a nonprofit organization that supports adult education and workforce development programs— from local programs to national-level initiatives. We are celebrating our 45th year anniversary in 2025 and are continuing our focus on the development and support of competency and standards-based approaches to program design and delivery. Our assessments and integrated data systems are designed to inform instruction and improve adult literacy programs.

We are seeking a highly organized and proactive Orders Specialist to support our team and contribute to our continued success. This is an entry-level position with opportunities for job growth within the company.

### **Responsibilities/Duties**

Under the supervision and general direction of the Account Receivable/Inventory Manager, the Orders Specialist provides administrative support to the orders team to include:

- Handle incoming and outgoing communications, including emails, and phone calls on customer inquiries regarding products, ordering, and shipping fees.
- Process both online and hard copy orders, prepare correspondence, and process and explains all aspects of product purchases and returns.
- Process credit card payments from customers.
- Review incoming orders for accuracy and completion and contact customers by telephone and email regarding any discrepancies within the order
- Generate customer quotes as needed



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- Process customer invoices accurately and timely
- Enter daily bank deposits
- Make weekly bank deposit runs to financial institution
- Assist with collection activities such as sending follow-up inquiries, negotiating past-due accounts, and referring accounts to collection agencies.
- Maintain and organize office files and records, ensuring confidentiality and accessibility.
- Manage and track agency test units in TOPSpro Enterprise (proprietary software) and follow up with customers
- Generate sales/order report for CASAS internal departments
- Perform other duties as assigned as they relate to CASAS priorities

### **Qualifications:**

- Minimum Associates degree from an accredited college or university required.
- 2 years' experience in customer service, accounting or related field desired
- Ability to travel to and support the annual CASAS Summer Institute Conference annually
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Valid driver's license

### **Key Skills and Abilities:**

- Strong oral and written communication skills and the ability to multi-task and work independently or with a team
- Excellent customer service skills, with ability to explain to customers ordering procedures and individual order status in a professional manner
- Ability to work in a fast-paced environment
- Strong organizational skills with ability to manage multiple tasks and prioritize effectively
- Reliable and dependable with a strong work ethic
- Ability to maintain discretion and handle sensitive information professionally
- Knowledge of national shipping regulations, procedures, documentation, and protocols specifically UPS and other major shipping vendors
- Ability to learn SAGE or other CRM software



- Organized and detail-oriented
- Ability to lift 25 lbs.

The estimated base salary range for the Orders Specialist position is \$55,000 - \$60,000. Salary is commensurate with education and experience.

CASAS also offers:

- Excellent health benefits covering medical, dental, and vision.
- Employer contribution to 403(b) retirement plan.
- Generous vacation and sick leave benefits.
- Opportunities for professional development and growth.
- A supportive and collaborative work environment.

Interested candidates should submit their resume and a cover letter detailing their relevant experience to [apply@casas.org](mailto:apply@casas.org). Please include **“Orders Specialist Application – First/Last Name”** in the subject line. This position will be open until filled.

CASAS is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.\*\*

*The above statements reflect the general duties/responsibilities necessary to identify the type and level of the position and are not intended to set forth all the specific requirements of the position. CASAS is an at-will employer and as such reserves the right to revise or change job duties and responsibilities as the need arises and the employee/employer relationship may be terminated by either party at any time with or without cause. This position summary does not constitute a written or implied contract of employment.*



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