Title: Project Technician
Effective Date: as soon as filled
FLSA: Non-Exempt
Category: Classified
Reports To: Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES

Within the realm and scope of the position, the Project Technician is responsible for all facets of ensuring customer satisfaction with the complete ordering process.

- Processes both online and hard-copy orders, prepares correspondence, and is able to process and explain all aspects of product purchases and returns
- Processes credit card payments for customers
- Provides extensive daily telephone service to customers
- Reviews incoming orders for accuracy and completion and contacts customers by telephone regarding discrepancies in orders
- Prepares quotes for customers
- Processes customer invoices accurately and timely
- Assists with collection activities such as sending follow-up inquiries, negotiating with past-due accounts, and referring accounts to collection agencies.
- Other duties as assigned to contribute to the overall effectiveness of the organization.

SUPERVISORY RESPONSIBILITIES

This position does not have supervisory responsibilities.

MINIMUM QUALIFICATION REQUIREMENTS

EDUCATION
High school diploma or High School Equivalency Certificate (GED, HISET). Some college accounting courses desired.

EXPERIENCE and ABILITIES

- Minimum of two years of general office experience
- Excellent customer service skills, with ability to explain to customers ordering procedures and individual order status in a professional manner
- Strong verbal and written communication skills with the ability to multi-task and work independently or with a team
- Ability to work in fast-paced environment
- Knowledge of ACCPAC or other CRM software
• Proficient with MS Word and MS Excel
• Knowledge of national shipping regulations, procedures, documentation and protocols with specific regard to UPS and other major shipping vendors
• Organized and detail-oriented

**PHYSICAL REQUIREMENTS**

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

This position requires the employee to regularly stand, walk, sit, talk and hear. The Project Technician must be capable of using a computer keyboard, telephone, and related office equipment. Ability to lift up to 10 lbs.

**ENVIRONMENTAL CONDITIONS**

Within the facility, normal office conditions with a well-lighted work area and excellent ventilation. Minor noise from standard office equipment. Some travel required.

This position is in the San Diego office. Salary is commensurate with experience. Submit resume to Bob Kringle at bkringle@casas.org

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 of 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.