meyco
PRODUCTS, INC.

Job Title:	**Data Entry Lead**	**Department:**	**Customer Solutions**
Reports To:	Customer Solutions Supervisor	**Job Type:**	Hourly non-exempt

A. JOB OVERVIEW

This position serves as the lead to the Data Entry team in the Customer Solutions department, ensuring team members deliver timely and accurate deliverables to the rest of the departments and to the customers. This position will support the Customer Service Supervisor and the Customer Solutions team. The Data Lead is required to have thorough knowledge of all aspects of the order entry process such as product returns/orders/quotes/converts/credits/repairs as well as other forms of intra-office communications. The position will assist in training and development of other data entry staff and will be responsible for the accuracy and timeliness of anything leaving the department. This is a hands-on position that includes entering all aspects of the order process, quote processing and returns or credits in a timely, accurate and efficient manner

B. QUALIFICATIONS REQUIRED

- HS Diploma or equivalent is required; secondary education preferred
- 3+ years data entry or related experience (sales, customer service)

C. CORE COMPETENCIES

- Calm under pressure
- Proactive Problem Solver
- Ability to make decisions based on data and available information
- High degree of sound judgment
- Detail oriented and works with a high degree of accuracy
- Highly organized and flexible
- Ability to multitask and meet changing deadlines
- Must be self-directed and able to complete projects with limited supervision
- Must be team player
- Mentorship mindset

D. KEY JOB RESPONSIBILITIES

- Knowledge of company policies and procedures
- Knowledge of products and customer solutions procedures for all brands
- Willingness to learn additional products as new brands are added to company offerings.
- Assisting Customer Solutions Manager in developing new processes/procedures and training modules for data entry agents as new product lines are introduced.

- Provide direct support to the team through coaching, employee management, quality monitoring and developing performance improvement strategies.
- Learn and use the Company's online training portal to train new and existing data entry agents.
- Investigate customer's problems and find solutions.
- Provide timely updates and resolution outcomes to Customer Service lead so that customer service agents can respond timely to customer issues
- Enter customer quotes and orders in proprietary software and respond to customer inquiries
- Serving as first point of contact for data entry agents in handling escalated issues that cannot be resolved by agents.
- Lead and counsel data entry agents in conflict resolution.
- Responsible for escalating problems/issues to Customer Solutions Manager when management level input is needed.
- Heavy emphasis on motivating and developing data entry agents and teamwork between agents.
- Manage workloads of data entry agents for maximum efficiency.
- Identify areas of improvement and work with management team to develop appropriate training initiatives.
- Work with management on customer solutions department initiatives.
- Use email, Office applications (Word, Excel, etc) and proprietary software to document and process customer requests and issues.
- Work proactively with multiple departments as needed to achieve company goals.
- Monitor and report on departmental KPI's to management.
- Other duties as assigned.

The above statement reflects the general details considered necessary to describe the principle functions of the job identified, and shall not be considered as the detailed description of all work required in the job.