



Description: Operations Assistant

Hours: Full-time position: Monday – Friday

Compensation: Based on experience

Location: Libertyville, IL 60048

Company Overview: NavePoint is a fast-growing brand of computer network equipment and accessories. We manufacture and sell high-quality products at reasonable prices to customers big and small. We are proudly owned and operated in the United States, with our corporate headquarters in Libertyville, IL.

Job Summary: NavePoint is seeking an energetic and dependable Operations Assistant to join our team. The successful candidate will be a dependable team player, comfortable working in a team on multiple tasks in a fast-paced role. The Operations Assistant will assist the operational teams (Customer Service, Sales and Warehouse) with the completion of their responsibilities in accordance with company policies and procedures.

Job Responsibilities:

The Operations Assistant will oversee tasks of the business including customer service, logistics for customer shipments, purchasing, and management of returns.

- Customer Service / Sales
 - Ability to handle customer service issues and ensure customer satisfaction. Responsibilities include customer communications, monitoring customer service e-mails, phone line and online chat feature
 - Quick learner and ability to solve problems. Can answer customer questions, including researching to find the correct answer
 - Research and assist with customer payments, refunds and chargebacks
 - Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution.
 - Accurately determine need for escalation for specific customer issues/complaints.
 - Assist sales team in quoting and processing orders
 - Aid other team members on miscellaneous office tasks or projects.
 - Coordinate and track logistics of LTL shipments - compare rates to transit companies, potential accessories needed, transit times, etc.
 - Handle delivery issues, damages sustained in transit and possible returns
 - Open cases for reimbursement on damaged or missing items from FBA Removal Orders and Track reimbursement
 - Research and evaluate options to sell excess, obsolete, returned, and liquidation inventory



- Warehouse / Fulfillment
 - Assist warehouse manager in scheduling and maintaining log for service appointments (fire safety, equipment, docks and doors)
 - Assist in building and maintaining relationships with staffing agencies for warehouse labor
 - Purchase necessary equipment and materials for warehouse
 - Ensure that all orders are shipped and picked up by transit companies (USPS, FedEx, UPS & LTL). Reconcile and approve LTL charges for payment
 - Input and track FBA Shipments, including gathering information for data analysis and contacting Amazon regarding shipping issues and delayed receiving

Job Requirements:

- College Degree preferred
- Excellent communications skills, both written and verbal
- Excellent leadership, problem solving, and time management skills
- Ability to work independently or collaboratively as needed
- Proficient in MS Office products (Word, PowerPoint, Excel) and Google tools (Gmail, Google Docs)
- Familiarity with online marketplaces such as eBay and Amazon.com preferred.
- Experience with Salesforce is a plus

Physical Requirements:

- Must be able to sit and/or stand for long periods of time.
- Ability to lift 15 lbs.

Benefits:

- Paid Vacation Days, Sick Days and Holidays
- Health Insurance (Medical and Dental)
- Disability Insurance
- Life Insurance
- 401K Plan with company contribution

Other:

- We have a drug free work environment
- We conduct background screenings on new hires

****If you are interested in this position, please e-mail recruiting@navepoint.com with your resume. Make sure to include your contact information.****