

Position - Order Entry Specialist - Chandler, OK

Summary/Objective. The Order Entry Specialist is responsible for initiating title orders and performing tasks related to title operations. In addition, entering orders into the system using a personal computer and appropriate software; entering, updating, researching, verifying and/or retrieving data into/from various systems; and ensuring the accuracy and confidentiality of information recorded.

Essential Functions. (Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Assists and trains employees and new order entry operators on software programs.
- Creates back up files for all data.
- Complies with all regulatory requirements.
- Enters data for initial title order according to proper process and procedures.
- Enters, updates, and verifies data into various systems for use by all personnel.
- Transfers title orders to the correct title abstractor.
- Tracks documents received and completion dates.
- Requests abstracts, surveys and UCC's as needed.
- Ensures compliance with all regulations.
- Provides excellent customer service to internal and external customers.
- Provides assistance to technical staff to resolve computer and software problems.
- Understands, follows and stays current on all policies and procedures in the Employee Handbook.
- Follows instructions and responds to management direction.
- Identifies and communicates areas of improvement regarding operations to management.
- Performs other tasks, duties, or projects as assigned by management.

- Performs all essential functions by being physically present at the worksite on a full-time basis.
- Runs and distributes reports.

Competencies.

- Excellent written, verbal and interpersonal skills.
- Basic proficiency with Microsoft Office (Word, Excel, Powerpoint and Outlook).
- Ability to comprehend and write instructions, correspondence and memos with proper punctuation, spelling and grammar.
- Ability to deliver superior customer service.
- Highly organized with strong attention to detail.