



General Filters
Incorporated

Sales Order Entry & Invoicing Specialist

General Filters is a privately held and family owned manufacturer of Whole House Residential Indoor Air Quality Products and Oil Filters. Located in Novi, MI and founded in 1937, the Company brings professional experience spanning over three generations of implementing strict quality and assurance systems to deliver premium dependable products and providing great customer service.

The Position

General Filters is hiring a **Sales Order Entry & Invoicing Specialist** member to join its growing team. This position will have a significant impact on the Company's goal to achieve and maintain a world class customer service environment. This is a great opportunity for someone who enjoys working in a fast-paced environment, multi-tasking, and being in a customer facing role.

Reporting to the Director of Sales, this self-motivated individual is responsible for the management of incoming sales calls, emails and faxes, order entry processing, customer database maintenance, addressing and solving product pricing and availability issues, preparing documents for shipping, general filing and handling customer complaints, among other things.

Targeted Experience, Skills, and Abilities

- High School Diploma or equivalent training and experience
- Experience with MRP/ERP systems and Microsoft Suite
- Ability to adapt quickly and learn new tasks independently
- Customer service oriented with a professional speaking voice over the phone

Compensation, Benefits, and Structure

The position is full-time and permanent with a competitive salary based on skills and experience. In addition, the Company offers, medical insurance, voluntary dental coverage, a generous Retirement Savings Plan, life and disability insurance, paid time off, ongoing career development and training, and a team-based work environment.

The Recruitment Process

The recruitment process includes two phone screens, two in-person interviews, candidate assessments, and a pre-employment background check and drug test. The process is designed to ensure that General Filters and the candidate are aligned in their long-term goals and have shared core values.

The Company is an Equal Opportunity Employer!