

Sandra Schafer

2403 South Lowell
St. Johns, MI 48879
517-290-6028

Sschafer48@yahoo.com

EXPERIENCE

North Pacific Group, Inc., Midwest Division, Okemos, MI

July 2005 – Present

Customer Service Representative / Administrative Assistant

Provide customer service to national retail accounts and administrative support to Midwest Sales Teams

- Maintain accurate product stock, reporting all purchases weekly to vendors
- Responsible for ordering product from vendors
- Assist Purchasing and Direct Sales teams with ordering and processing of invoices
- Audit purchase orders and vendor invoices, ensuring agreement
- Receive incoming phone calls from national retail customers; assist with order tracking, shipment status, etc
- Investigate pricing questions, negotiate minimum order requirements with customers
- Accurate data entry of customer orders into company software program (Agility)
- Liaison between national retail customers and distribution centers
- Arrange freight carriers from mills to warehouse deliveries, as well as customers
- Manage postage meter system, ensuring proper levels of postage available
- Maintain office supplies
- Coordinate and track UPS and FedEx shipments
- Set up and maintain direct sales filing system

Mauk Midwest Forest Products, Lansing, MI

November 1978 – July 2005

Office Manager / Administrative Assistant

- Responsible for entering sales orders and faxing to treated plant
- Arrange freight carriers for deliveries to customers and from mills to warehouse deliveries
- Process and receive purchase orders into stock, ensuring quantity shipped from vendor matches quantity received by yard staff
- Responsible for taking customers orders over phone
- Invoice all material shipments to customers on a daily basis
- Organize and maintain filing system including customer invoices and vendor purchase orders
- Coordinate the handling and pick up of all common carrier shipments
- Maintained and reconciled inventory on a daily basis
- Prepare all paperwork necessary for accounts payable processing
- Responsible for accounts receivable including make daily bank deposit and made collection calls
- Pick up mail from mail box and or Post Office daily. Prepare outgoing mail
- Promptly answered incoming calls
- Assist sales staff with customer phone calls, orders and pricing, as well as order status
- Maintain office supplies
- Responsible for petty cash
- Manage clerical staff

EDUCATION

St. Johns High School, St. Johns, MI – Diploma

COMPUTER SKILLS

Microsoft Office (Word, Excel), Microsoft Outlook, Agility

VOLUNTEER ACTIVITIES

Chairwoman of Parish Festival Hamburger Stand – 5 years

REFERENCES

Donny Luberto
General Manager
517-349-8220
donluberto@yahoo.com

Rich Schaberg
VP of Purchasing
517-339-9525
richschaberg@yahoo.com

Tim Hiller
General Manager of Operations
517-256-7049
thiller@att.net

Dave Worthington
Commodity Sales Manager—Forest Products
517-614-8530
ssslumbr@aol.com

Jeremy Tulgestka
Operations Manager
989-619-1234
Jeremy@tulgestka.com