

# COMPLIANCE OPERATIONS REPRESENTATIVE

*Domestic, Drop Ship*

LOCATION: Livermore, CA | POSTED: Jan. 24, 2019

**Position Department:** Business Operations  
**Direct Report:** Compliance Operations Manager  
**Salary Range:** \$16 hr, with bonus program opportunity

## JOB DESCRIPTION

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The Compliance Operations Representative is responsible for building and maintaining deep partnerships with our valued customers. The position is focused on overall account management including, communication & interaction with customers, order processing, and return authorizations. The Compliance Operations Representative's primary function is to act as a liaison between the customers, Sales, Warehouse, Purchasing, Production Planning, and Credit departments to ensure all customer accounts are properly maintained.

## SKILLS | RESPONSIBILITIES

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- Performs customer account maintenance and resolves account discrepancies.
- Provides customer support and information regarding the ordering, shipment, scheduling, and delivery of our products.
- Processes customer orders, acknowledgements, order routing, ASN's and invoices.
- Create files templates for necessary product labels, box labels, pallet labels, BOL, per order requirements.
- Work with other departments to research customer disputes and coordinates any necessary credit adjustments.
- Coordinates and communicates inter-department needs to ensure process fulfillment and consistent notification of ongoing issues.
- Works with outside vendors to coordinate drop ship orders and sends purchase orders as needed.
- Provides back up coverage for other job responsibilities within the department.
- Performs daily and weekly audit procedure to ensure all tasks are completed on a timely manner.
- Performs other duties as assigned.

## REQUIREMENTS

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7085-E Las Positas Road  
Livermore, CA 94551  
Telephone: 925.454.0111

- 2+ years of experience building customer experiences
- Proficient in Microsoft Office
- Commitment to providing superior customer service and satisfaction.
- Capable of analyzing and solving problems.
- Organized, with the ability to prioritize work assignments to ensure completion.
- Experienced working with computers and have the ability to learn, navigate and use designated software programs as required to perform job functions.
- Must be able to communicate via phone and email effectively.
- Ability to work in a fast-pace, diverse, and rapidly changing environment.
- Demonstrate team oriented skills and the ability to work independently.
- NetSuite experience is a plus

## HOW TO APPLY

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For consideration, please email a combined PDF resume and cover letter to [opsjobs@FINISinc.com](mailto:opsjobs@FINISinc.com).

## ABOUT FINIS

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In 1993, Olympic Gold Medal Swimmer Pablo Morales and John Mix founded FINIS in Northern California. The Monofin and the center-mount Snorkel were the first products FINIS developed for the US market, and have since continued to focus on creating training tools for swimmers and coaches worldwide. FINIS products are currently available in over 65 countries and are used by US and International Olympic teams, elite triathletes, and fitness swimmers.

Innovative research and design is our highest priority. It's our personal vow to continue to design and engineer the best technical products in the industry.



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