

EDI (Electronic Data Exchange) and Retail Sales Order Support

Position Description

Summary:

Responsibilities will include communicating with trading partners, testing and implementing EDI documents using knowledge of standards and business systems, conducting tests and enabling trading partners to send and receive EDI documents, processing failed documents, troubleshooting problems including communication, failures and issues and working with trading partners to resolve EDI issues. This position directly supports the retail sales team.

Responsibilities:

- Daily entry and processing of EDI sales orders. Respond to requests regarding product availability, delivery status, pricing and all other customer service inquiries.
- Review of pending EDI orders for inventory levels and ship dates and oversight of the EDI shipping processes.
- Investigate, troubleshoot, escalate and facilitate resolution of day-to-day issues.
- Establish, document, and maintain EDI procedures: including management of document repository, identification of errors and corrective action, reconciliation of EDI transactions through coordination of information with internal and external customers.
- Conduct regular audits of EDI transactions to determine accuracy.
- Maintain an up-to-date catalog of retailer vendor guides, including routing, shipping compliance and product development guides.
- Responsible for the efficient processing of incoming and outgoing EDI messages including customer/supplier connections
- Responsible for monitoring and administration of the EDI system/application including creating new connections and internal reporting
- Setup and maintain test data, conduct unit testing and provide documentation
- Identify systems problems and communicate with customers to assess impact and arrive at a solution
- Correct and retranslate any EDI documents that fail during translation
- Strong back ground mapping standard manufacturing industry EDI X12 transactions, such as 850, 855, 856, 860, 864, 865, 824, 830, 997, etc

The ideal candidate will possess the following qualifications:

- Minimum of 3 to 5 years of EDI experience, preferably in the retail industry
- Good understanding of ASC X12 EDI standards and e-business, knowledge of EDI translation, communication, and interface environments
- Experience in standard EDI transactions including 850, 855, 856, 860, 864, 865, 824, 830, and 997
- Experience troubleshoot and resolving operational EDI issues with trading partners