

Order Entry Administrator

Long Beach, CA – Onsite

Sierra Pacific Engineering and Products (SPEP) designs, manufactures, and proudly distributes high quality, cost-effective industrial hardware components B2B. Our vision is to bring growth and stability to our customers through sustainable methods of engineering, service, and value.

Employee-Powered, Employee-Owned

Our employees make SPEP all that it is. This belief is reinforced with the Employee Stock Ownership Plan (ESOP) providing employees with ownership in the business and the opportunity to benefit from the company's success.

Position Summary

The Order Entry Administrator is an entry-level, customer-facing administrative role responsible for accurately managing inbound requests and supporting day-to-day customer and internal needs. This role serves as a key first point of contact for customers and internal teams, ensuring requests are routed, customer needs are met and account information is kept up to date.

This position is ideal for someone who is detail-oriented, organized, and enjoys supporting customers and multiple internal teams.

Key Responsibilities

- Monitor and manage shared inboxes for inbound customers and internal requests
- Maintain and update customer account information, including contact details and order notes in the ERP / order management system
- Answer inbound phone calls and route inquiries to the appropriate team members
- Respond to basic customer questions related to order status, documentation, and general inquiries
- Coordinate with sales, finance, and operations teams to resolve order-related issues
- Assist with administrative tasks such as filing, data cleanup, and reporting as needed
- Escalate complex issues to appropriate team members when required

Customer Service & Satisfaction Principles

- Serve as a professional, friendly first point of contact for customers and internal partners
- Respond to inbound requests promptly, accurately, and with a solutions-oriented mindset
- Take ownership of requests through resolution or appropriate handoff
- Communicate clearly and proactively regarding order status, next steps, and timelines
- Demonstrate empathy and patience when handling questions, issues, or time-sensitive requests
- Contribute to a consistent, reliable customer experience that builds trust and ease of doing business

Here's what you will bring to the table:

- High school diploma or equivalent required; associate degree or coursework in business or administration a plus
- Strong attention to detail and accuracy
- Excellent written and verbal communication skills
- Comfortable speaking with customers over the phone and via email
- Basic proficiency with Microsoft Office or Google Workspace (Outlook/Gmail, Excel/Sheets, Word/Docs)
- Ability to learn new systems and processes quickly
- Strong organizational and time management skills
- Ability to prioritize tasks and manage multiple requests simultaneously
- Prior administrative, customer service, or order entry experience (preferred)
- Experience working with ERP, CRM, or order management systems is a plus
- Exposure to manufacturing, distribution, or B2B environment (preferred)

Here's what's in it for you:

- Competitive compensation and commission structure.
- Medical Benefits
 - Subsidized health care premiums (medical, dental, vision)
 - Basic Life and AD&D Insurance
 - Wellness Program
 - FSAs for Medical and/or Dependent Care
 - Supplemental Aflac Insurance
- Time Off
 - PTO to include 11 days accrued in year one (with an escalation schedule)
 - Eight paid holidays
 - Voting and Bereavement Leave
 - Volunteer/Service Time
- Beyond the Paycheck
 - Employee Stock Ownership Program (We are 100% Employee Owned!)
 - 401K match of 4% when you defer 5%, no vesting required.
 - Profit sharing based on company performance targets and eligibility.
 - Supportive team environment.

Equal Employment Opportunity (EEO) Statement

In accordance with state and federal laws, SPEP prohibits unlawful discrimination, harassment, intimidation, or coercion in employment, based on: age, ancestry, color, religious creed, disability, marital status, medical condition, genetic information, military and veteran status, national origin, race, sex, gender including gender identity, and gender expression, and sexual orientation and all other classes protected by Federal, State or City.

What We Believe

We are committed to the pursuit of quality and excellence on all fronts, bringing our customers' vision to life with unrivaled quality, from concept to delivery. Steeped in the company's core values, SPEP employees strive to...

Be Optimistic

Everything we do begins with attitude, and at SPEP we choose a positive outlook. Optimism is what allows us to persist, be resilient, and inspire those around us.

Show That You Care

Little things can make a big difference. A little help. A little encouragement. A little extra effort. Because we genuinely care about our colleagues and about those we serve, we show it—in everything we do.

Build Relationships That Last

We are a 100% Employee-Owned Company, a place where people can build a career. We play well with others. We value people and cultivate lasting relationships with employees, vendors, suppliers, customers, and our community.

Challenge Yourself to Grow & Learn

We believe in continual improvement - personal and professional—and we're secure enough to acknowledge that there's always room for it. We seek out knowledge and have a thirst to learn more.

Strive For Balance

We enjoy the satisfaction of working hard and the pleasure of relaxation. As a family company, we understand the importance of spending time with loved ones and the happiness we derive from that. It is happiness that propels our passion, our enthusiasm, and our hard work.

Be Resourceful & Take Initiative

We pursue ideas with vigor and take personal ownership for solving problems. It's our responsibility to create our place on the team and to make contributions that count.

Collaborate Openly & Honestly

No individual has all the answers. We solve problems by communicating with each other and working together. We listen, we ask questions, and we approach our collaborations with compassion, empathy, and trust.