



About Lateam Partners

Lateam Partners is a premier recruitment agency specializing in hiring top **English-speaking** talent in **Latin America** for U.S.-based companies. We connect skilled professionals with dynamic opportunities, offering competitive salaries, career growth, and the chance to work with leading international businesses.

By joining Lateam Partners, you gain access to **exciting remote roles, a supportive work culture, and ongoing professional development**. We pride ourselves on matching top-tier talent with high-quality employers, ensuring a rewarding experience for both candidates and clients.

If you're looking to advance your career with **a stable, well-paid, and growth-oriented opportunity**, apply today and become part of our thriving network!

www.lateampartners.com

Job Title

Customer Service and Systems Administrator

Location

Remote

Client

Undisclosed

Responsibilities

- Accurately enter wholesale orders and coordinate with the sales team to confirm orders and secure shipping approvals from customers.
- Coordinate with the warehouse and shipping teams to ensure timely order fulfillment.
- Monitor inventory levels and alert relevant teams when stock is low.
- Update customers on their order status, including shipping confirmations and delays.
- Respond to customer inquiries related to orders and resolve any order-related issues.
- Maintain excellent customer service through timely and professional communication.
- Work with freight forwarder to track inbound shipments to warehouse
- Keep 3rd party warehouse in Atlanta up to date on inbound shipments and wholesale returns
- Ensure vendor standards are being met and work continuously with vendors to improve operational efficiency.
- Keep all master data clean and up to date in all our systems (e.g., Apparel Magic, JOOR, Shopify)
- Handle all customer service needs
- Maintain and update vendor and internal SOPs

Qualification

- 2+ years in customer service for a consumer products brands
- Experience working with an ERP and Shopify (e.g., setting up skus, adding images, tags of products, etc.)
- Pays close attention to details
- Quick learner with tremendous sense of responsibility and ownership
- Critical thinker and strong problem solver

Apply to this position

<https://forms.monday.com/forms/6f43e441a98a43154090ba9322b9091d?r=use1>