

## Order Management Associate (Night Shift)

### Your tasks

The Order Management Associate serves as the primary contact for internal and external customers. The OM Associate is responsible for but are not limited to processing orders, order monitoring, delivery creation and tracking, handling routine inquiries and complaints. He/She will have understanding and knowledge on various ContiTech products and their applications. He/She will have a keen understanding of ContiTech's business structure and processes for the expedient resolution of customer issues.

- Manage queues and cases (customer orders and inquiries) from Salesforce.com

- Answer customer inquiries completely and accurately

- Accurately enter orders manually into SAP.

- Ensures that electronic orders flow into the system as intended.

- Resolve order conflicts (pricing, terms, products) and monitors orders through shipment.

- Ensure order fulfillment (stock availability, order status, document requests, etc.)

- Handle simple claims like undershipping, overshipping, customer errors that require straightforward credit/debit or return

- Answer inbound calls for routine inquiries

- Make outbound calls for routine inquiries, verification, clarification, etc.

- Consult with internal experts to effectively recommend products, alternatives and solutions to customers

- Perform SAP transactions to log, check order status, quote price and availability and provide product information to customer

- Coordinate with various departments such as pricing, supply chain, master data, etc as needed to completely answer customer inquiries

- Function as specialized back-up for a complex accounts or additional task.

- Resolve complaints and conflicts as they relate to keeping customers satisfied. Communicate issues to management and work to resolve/settle disputes within company guidelines/policy.

- Seek to understand and identify new ways to offer value added services to customers. Complement and work in tandem with various ContiTech departments to improve customer experience.

- Perform additional task outside of regular pre-sales, order management and post-sales tasks. This may include but is not limited to EDI monitoring, queue management, etc.

- Come up with and implement continuous improvement ideas at least once per year



Job ID

**REF51869X**

Location

**Taguig**

Leadership level

**Leading Self**

Job flexibility

**Hybrid Job**

Legal Entity

**Continental Global Business  
Services Manila, Inc.**

Additional tasks may be assigned from time to time

## **Your profile**

Ability to understand commercial, shipping/logistics and manufacturing processes.

Analytical mindsetExcellent written and oral communication skills

Computer proficient and able to use Microsoft Office products

Ability to portray professionalism and confidence to customers via phone and e-mail

Organizational and time management skills

Superior relationship building skillsAbility to multi-task and handle large volume of work efficiently and accurately

Product Knowledge (CBG, PTG, Fluid, AS, etc)Ability to work in a team environment

Proficient/Fluent in the Host Country's first language (English)

## **Our offer**

- Hybrid work setup
- HMO upon hire
- Values-based culture
- Work-life balance
- Learning Opportunities

Ready to drive with Continental? Take the first step and fill in the online application.

## **About us**

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers needs.