

# Order Management Associate

## Náplň práce

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



ID pozície

**REF56447J**

Miesto práce

**Taguig**

Úroveň vedenia ľudí

**Leading Self**

Flexibilita

**Hybrid Job**

Právnická osoba

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

Additional tasks may be assigned from time to time

## **Profil kandidáta**

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)

## **Čo ponúkame**

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

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## **O nás**

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.