

CN_Customer Order Desk

Your tasks

To build and maintain strong relationships with customers, act as customer window to drive customer experience excellence, ensure order fulfillment and in time delivery to customers, ensure order delivery is conducted in line with sales policies and support marketing promotions and other issues when needed.

Order fulfillment

- To receive & verify customer orders and proceed order entry into SAP
- To coordinate with sales or customers for confirming available orders to customers & create delivery notes into system for some products
- To adjust orders according to customer needs/special requirement and supply condition and contribute to sales target achievement
- To handle emergency orders when needed
- To quickly fill in back orders as much as possible and make sure high order fill rate towards first requested delivery time
- To reply customers' inquiry concerning order form, open order status, delivery status, credit limit and etc.
- To handle tires returns in the system when the ordered tires have to be returned
- To monitor abnormal orders and take corrective & preventive actions with team and customers
- To provide support on reconciliation with customer when needed

Communication & process management

- To give training to customers and sales for ordering process & system application (COC, CDMS etc.), supply chain related process/policy and etc.
- To collect customer voice and proactively drive the internal process streamline and efficiency optimization.
- To collect customer voice and understand different customer needs, and be capable to provide customized solution and



Job ID
REF81593U

Location
Shanghai

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
Continental Tires Co., Ltd.

proactively drive the internal process streamline and efficiency optimization.

Supply management

- To monitor open orders and stock, identify short supply articles and take necessary action to fill in the shortage as quick as possible, i.e.

- > Proceed stock transfer between RDCs

- > Prioritize stock replenishment from plant to RDC

- > Escalation to market planner for production push, system setting review or FC adjustment

- To manage consignment warehouse for specific customers/channel:

- > To receive orders and proceed order entry and billing in SAP

- > To handle stock replenishment for consignment warehouse based on request

- > To verify stock accuracy between system and 3PL's stock report

- > To monitor abnormal orders and take corrective & preventive actions with customers/sales/3PL

- > To provide support on reconciliation with sales when needed

- > To prepare monthly report for consignment warehouse management

Others

- Special order handling, i.e. DOT, DCT, Second kill, one-time order and etc.

- Task force or projects assigned by COD Manager when needed

- Be able to deliver training to new COD and other departments for MDM/COD related knowledge

- Fulfill tasks assigned by COD Manager when needed

Your profile

Bachelor in Logistics, Economy, or similar

Preferred: previous job in customer services, supply chain, demand management or sales; Basic SAP knowledge (Ordering

process)

Preferred: project/ process management experience in supply chain

Preferred: previous job in foreign company, FMCG or other company in the same industry

Our offer

您愿意与我们共同驾驭未来吗？即刻填写在线申请吧！

About us

大陆集团专业开发前沿性技术与服务，以人和货物运输为着眼点，致力于打造可持续且可联动的交通方式。集团成立于 1871 年，作为一家科技企业，它负责为车辆、机器、交通及运输行业提供安全、高效、智能且经济实惠的解决方案。2022 年，大陆集团实现营收 394 亿欧元，目前在全球 57 个国家和市场地区雇用约 20 万名员工。

轮胎子集团凭借其为汽车、卡车、公共汽车、两轮和特种轮胎领域打造的优质产品组合，已成为创新型轮胎技术解决方案的代名词。集团以轮胎与促进可持续发展为着眼点，相应推出了多款智能型产品和服务。针对专业经销商和车队管理商，轮胎子集团在其他服务的基础上，为之打造了数字轮胎监控和轮胎管理系统，从而在保持车队机动性的同时，亦提高了车队效率。凭借其轮胎业务，大陆集团为实现安全、高效以及环保的交通方式做出了重要贡献。