

CN_Customer Order Desk

工作职责

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



职位号码
REF81593U

所在地
Shanghai

领导力级别
个人贡献者

工作场所灵活度
混合式办公

法律实体名称
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

职位要求

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

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