

Sales Operations Specialist

Your tasks

Collaborate with the Business Analytics specialist to provide regional requests to our central reporting team in order to enhance our business analytics reports.

Align central reports with the vertical sales head and regional sales managers to ensure they have the right data and insights to driver their regional sales.

Provide required reports to the vertical heads / sub-vertical heads not covered by the central business analytics reports.

Monitor and audit customer annual volumes

Administer digital tools like SalesForce in your region by providing trainings to the sales representatives as well as sales managers and guiding them how to integrate digital tools into their daily work.

Share your regional experience to colleagues working on Dashboards and Reports in order to increase the insights generated by these dashboards.

Take responsibility for the adoption of the tools in your region and support central teams by providing proposals that increases the benefit of our tools to the sales organization.

Ensure customer data is well maintained in the SalesFroce CRM system and drive initiatives to ensure regular updates.

Take responsibility for the adoption of the tools in your region and support central teams by providing proposals that increases the benefit of our tools to the sales organization.

Ensure customer data is well maintained in the SalesFroce CRM system and drive initiatives to ensure regular updates.

Customer master data coordinaton and support of vertical sales on all sales administrative tasks

Administration of contracts and agreements with customers

Administration of rebates, comissions and special commercial terms in SAP

Manage distributor conflicts by guiding the sales organisation on established rules and ensure internal & external standards and quality guidelines are maintained.

Support for the Sales Verticals for all sales administrative tasks

Answers all commercial questions as well as terms & conditions related questions from customers (pricing, rebates, comissions ...)

Administer Distributor Promotional Programs and provide regional inputs the to Distributor Management Specialist to further develop and improve the concept.

Ensure & drive sales efficiency improvements by strong collaboration with the Sales Efficiency Specialist and train the regional sales organisation.

Provide proposal how to increase sales efficiency for specific processes in your vertical

Drive business growth by owning the quote 2 order process for list articles in order to ensure best-in-class customer response times.

Drive business growth by supporting the quote 2 order process for non-list articles in order to ensure special quotes in-time



Job ID
REF91564U

Location
Taguig City

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
Continental Global Business Services Manila, Inc.

Answers all commercial questions as well as terms & conditions related questions from customers (pricing, rebates, commissions ...)

“active interface management” with customer logistics/SCM, e.g., regarding customer SC requirements & expectations, order execution ... !

Establishment and execution horizontal / cross-functional communication & collaboration culture.

Propose improvements to the Quote 2 Order specialist to improve the overall process.

Ensure the sales organisation is properly trained on the quote 2 order process.

Regular direct external customer dialogues to investigate on customer satisfaction with the purpose to constantly develop & maintain the customer journey

Operational execution of quality levels concerning customer response time and escalation in case of potential delays

Safeguards committed standards of quality guidelines (internal and external), quality awareness, customer quality targets and observes customer care commitments

Secure the Continental Code of Conduct and Compliance to all legal requirements

Participation & contribution to Corporate Sector, BA- or Segment projects representing the Segment/-Function needs

Processing of excel exports for basic analytics

Processing of excel exports for analytics in Power BI

Drive improvements on Business Analytics Reports

Creation of data insights based on Sales & Salesforce Reports

Maintaining Customer Data in CRM Tools

Creating reports & dashboards in CRM Tools

Drive process improvements with CRM Tools

Maintain customer master data and pricing information in SAP

Structured way of organizing data, reports and customer data for administration of distributor motivation programs and contract management

Analytical skills to identify potential for improvements and share best-practices

Understanding of price calculation methods and contribution margin Quotation Processes

Your profile

- Bachelor Degree in supply chain management, business, economics or operations

- 8 years of experience in Order to Cash-related processes (or equivalent experience)

- Proficient in MS Office applications, Salesforce, SAP and PowerBI

- Basic to Intermediate experience in Project Management

Experience with international supply chain processes (or equivalent experience)

- Strong data analysis, scrubbing, basic statistics using quality tools.

- Business fluent English + language in regional sales vertical

- Exposure to other cultures is preferred for the role in consideration of global projects.
- Experience in working with international teams required
- Good customer relationship and stakeholder management skills
- Strong problem solving skills with well organized and structured work habits.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills and ability to function well in a team or independently.

Our offer

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

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

About us

Global Business Services Manila is the only ContiTech location in the Philippines providing support to global stakeholders (e.g. NAR, EuroAsia)