

Customer Order Desk(COD)

Jūsų užduotys

직무 개요

SCM부서 COD 파트의 일원으로서, 고객, 영업, 물류 및 내부 유관 부서 간의 커뮤니케이션 허브 역할을 수행합니다.

주문 접수부터 출고 및 사후관리까지 전반적인 프로세스를 관리하며, 고객 만족도 향상과 운영 효율성을 높이는 데 기여합니다.

담당업무

- SAP 및 EDI 시스템을 통한 고객 주문 접수, 검토 및 입력
- 영업 및 고객과의 커뮤니케이션을 통해 주문 내용, 납기일, 재고 확인
- 납품서 작성, 긴급 주문 및 주문 변경 사항 처리
- 주문 상태 모니터링 및 고객에게 관련 정보 제공 (예: 백오더, 한도 초과, 반품 등)
- 반품 및 클레임 처리, 관련 부서(물류, 재무, 영업 등)와 협업하여 원인 분석 및 해결
- 주문 현황 및 재고 분석을 통한 창고 간 재배정, 생산 요청, 공급망 이슈 대응
- 고객의 VOC 수집 및 프로세스 개선 활동 참여

Job Description - ENG

- Receive, verify, and enter customer orders into SAP and/or EDI systems with high accuracy
- Coordinate with sales and customers to confirm order details, delivery schedules, and available inventory
- Process delivery notes, adjustments, and emergency orders as required to meet customer needs
- Monitor order status and proactively communicate updates or deviations (e.g., back orders, credit limits, returns)
- Handle returns and customer complaints; liaise with logistics, credit control, and sales to identify and resolve root causes
- Analyze open orders and stock levels; facilitate inter-warehouse transfers, production requests, or supply chain escalations
- Collect customer feedback ("voice of customer") and support process improvement initiatives

Reikalavimai

- Bachelor's degree in Logistics or related field
- Min. 2 years of experience in order management, customer service, or supply chain roles
- Intermediate or above level of English
- Proficiency in order management systems and MS Office suite
- Strong data entry skills with high accuracy
- Ability to multitask and prioritize in a fast-paced environment



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Onsite Job

Juridinis asmuo
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- Problem-solving skills and attention to detail
- Customer-focused mindset with a friendly and supportive attitude
- Knowledge of order processing procedures and customer service best practices

Mes siŭlome

Preferred conditions;

- Work experience in a foreign or global company, logistics field
- Exposure to process improvement, project coordination, or training delivery
- Proficient in Microsoft Excel and the full Microsoft Office Suite, with the ability to handle data analysis, reporting, and documentation tasks effectively
- Hands on familiarity with SAP

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Apie mus

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