

Customer Order Desk(COD)

Tvoji zadaci

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

Tvoj profil

- 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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- 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

Naša ponuda

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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O nama

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. With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.