

Inside Sales and COD Manager (Malaysia & Export Markets)

Ihre Aufgaben

Responsible for delivering high standards of service to customers by making the most effective and efficient use of Inside sales and COD Team and technology resources, to lead and support the team in achieving their operational task and performance management. Accountable for the achievement of the yearly and monthly Sales Target/Forecast alongwith the Team. Cultivating a service oriented environment. Responsible for development of the team and the department into high impact inside sales team creating value for the business,

1. Inside Sales & Order Desk Operations + Export Documentation

- Ensure accurate and timely processing of orders, returns, and credit/debit adjustments per pricing guidelines.
- Monitor calls/live chats for adherence to SOPs and quality standards.
- Set and track KPIs for Inside Sales and COD teams.
- Assist during peak periods with order processing and call handling.
- Ensure timely and accurate export documentation for ICO and DS shipments.
- Manage stakeholder alignment and continuous process improvement with HOD SCM.

2. Resource Planning & Allocation

- Analyze call/chat/order volumes to allocate resources effectively.
- Reassign team during low activity for tasks like back-order follow-ups, clearing phased-out items, and outbound sales calls and other activities.
- Maintain adequate staffing to meet customer demand.
- Lead team to deliver high-quality results.

3. Team Management

- Train and guide new team members; improve skills and processes.
- Support and enhance workflows for COD & Inside Sales.
- Develop contingency plans and communicate to team and all stakeholders.
- Lead initiatives: customer satisfaction surveys, order process projects (e.g., direct shipment, online ordering, digital solutions).
- Conduct regular team meetings for updates.
- Manage performance: reviews, KPIs, career growth, upskilling.
- Collaborate cross-functionally to update policies and ensure smooth operations.
- Identify issues, propose improvements, and implement solutions.

4. Systems & Processes

- Manage SAP SD module, COC online ordering system, and AVAYA (any other) call center system.



Job ID
REF92693H

Standort
Petaling Jaya

Leadership Level
Leading People

Job Flexibilität
Onsite Job

Rechtliche Einheit
Continental Tyre PJ Malaysia Sdn. Bhd.

- Oversee ordering and return processes.
- Drive process improvement, innovation, and continuous learning/upskilling.

5. Reporting, C-SAT & Customer Engagement

- Prepare operational and performance reports.
- Organize C-SAT surveys/voice of customer, and implement improvement actions.
- Coordinate customer visits with Sales and SCM for feedback.

Ihr Profil

Educational Requirement:

- Bachelor's degree in Business Administration or related field is mandatory.

Professional Experience:

- Minimum of 8-10 years of relevant experience is required.
- Demonstrated leadership experience in managing diverse, medium-sized teams is essential.
- Proven track record in roles within Supply Chain Management, Order Management, Call Center Operations, Sales, or related operational functions is highly desirable.

Core Competencies:

- Exceptional project management and process improvement skills are crucial.
- Advanced proficiency in data analytics and problem-solving is required.
- Strong business acumen and strategic thinking abilities are essential.
- Excellent communication and collaboration skills are imperative.

Industry Knowledge:

- In-depth understanding of the automotive industry is required.
- Comprehensive knowledge of international trade practices, including import/export regulations, is necessary.

Technical Expertise:

- Proficient in utilizing enterprise systems such as SAP, COC, EDI, Salesforce, and advanced reporting tools.

Leadership Qualities:

- Proven ability to lead transformational initiatives and drive continuous improvement.
- Strong people management skills with a focus on performance optimization and team development.

Customer-Centric Approach:

- Demonstrated expertise in sales strategies and customer relationship management.

Cultural Competence:

- Significant experience working in diverse cultural environments is required.

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