

Inside Sales Specialist

Tvoji zadaci

Managing all activities related to customers order management until delivery & returns. Strong customer management and order management skills, for efficient order and returns management. Responsible as Inside sales to handle customer queries and proactively reaching out to customer for tasks assigned. Be the interface for customer for outbound and inbound communication.

1. Customer Order Processing

- Enter customer orders in SAP accurately (article, quantity, customer code, shipping condition, DOT, RDD). (RE/OE/Car Dealer)
- Ensure correct pricing per customer PO.
- Verify articles against D-chain status (phase-in/out, promotions) and align with Market Planner.
- Complete delivery notes and release orders to warehouse before cut-off.
- Monitor Own Collection and UHP Express Delivery.
- Handle lost orders per guidelines.

2. Back Order Management & Order Housekeeping

- Monitor back orders and confirm lines with Market Planner as per RDD.
- Weekly check on unconfirmed orders; take proactive action.
- Publish weekly open order report and follow up with sales for updates (keep or cancel).

3. Customer Documentation (shared)

- Ensure shipment, invoice, and documents are sent with goods.
- Collect signed Proof of Delivery (POD) when needed.
- Process invoice discrepancies and issue credit/debit memos timely.

4. Return Management

- Create return orders in SAP after approval.
- Monitor returns and coordinate with warehouse for timely closure and CN issuance.

5. Customer Service

- Maintain effective communication and maximize satisfaction.
- Manage inquiries and handle Avaya calls daily and live chat with customers.

6. Sales Reporting

- Update daily sales after cut-off (planned vs actual delivery).
- Share pending delivery orders and perform housekeeping.
- Update sales for credit-blocked orders.



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Liderski nivo
Leading Self

Fleksibilnost
Onsite Job

Pravno lice
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7. System

- Responsible for Tempo or COC LKU. Working together with business and CKU team together with IT for system proper functioning and enhancements

8. Promotions & Call Handling

- Handle inbound calls and live chat for order, delivery, DOM inquiries, any other
- Make outbound calls for sales targets and promotions, or any other as assigned
- Resolve escalated service calls.

9. Sales Support

- Support achievement of sales targets

10. Channel Management

- Use digital tools for customer engagement and education.

11. Customer Training

- Maintain knowledge on products, promotions, soft skills, and digital tools or any other as needed.

12. Account Management

- Build strong customer relationships.
- Conduct operational review meetings with key customers.

13. People Management

- Train, develop, and coach COD Coordinators.

14. Reporting

- Prepare and distribute KPI reports or any other reports as needed.

15. Ad Hoc Tasks

- Handle additional tasks and support new initiatives/process improvements.

Tvoj profil

Bachelor degree or Diploma 2-5 yrs of experience in Logistics, Supply Chain Management , Sale and Marketing, Customer Service and Call Centre

Several years of experience in handling call centre, customer service and or sales will be preferred.

Leading Self

Strong Customer Service skills and data analytics including working on digital solutions and innovation

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O nama

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