

Order Management Analyst / Specialist

Your tasks

Manage queues and cases (customer orders and inquiries) from Salesforce.com

- Answer customer inquiries completely and accurately

- Accurately enter orders manually into SAP.

- Ensures that electronic orders flow into the system as intended.

- Resolve order conflicts (pricing, terms, products) and monitors orders through shipment.

- Ensure order fulfillment (stock availability, order status, document requests, etc.)

- Correct EDI or Electronic order errors to root-cause

- Handle specialized customers and tasks with specific instructions and requirements

- Handle simple claims like under shipping, over shipping, customer errors that require straightforward credit/debit or return

- Handle more complex claims like annual returns and freight claims

- Answer inbound calls for routine inquiries

- Make outbound calls for routine inquiries, verification, clarification, etc.

- Understand and effectively recommend products and solutions to customers. Offer alternative products or solutions to meet customers' needs. If something is stocked out, offer comparable spec to meet customers' requirements. Uses catalogs and software programs to provide recommendations and solutions to unique customer inquiries

- Perform SAP transactions to log, check order status, quote price and availability and provide product information to customer

- Coordinate with various departments such as pricing, supply chain, master data, etc as needed to completely answer customer inquiries

- Function as universal back-up specifically for specialized accounts/tasks.

- Resolve complaints and conflicts as they relate to keeping customers satisfied. Communicate issues to management and work to resolve/settle disputes within company guidelines/policy.

- Seek to understand and identify new ways to offer value added services to customers. Complement and work in tandem with various ContiTech departments to improve customer experience.

- Identify process improvement opportunities and lead projects designed to implement the targeted improvements.

- Own and maintain of work instruction documents year to year.

- Become familiar with the customer service technology infrastructure in order to ensure best practices are used to optimize customer service processes and customer satisfaction.



Job ID

REF94423N

Location

Taguig City

Leadership level

Leading Self

Job flexibility

Hybrid Job

Legal Entity

Continental Global Business Services Manila, Inc.

Your profile

Bachelor's degree or equivalent

2-5 years of experience in Customer Service, Order Management or

Supply Chain roles

Order Management or Supply Chain Management experience required

Small group project or process improvement initiative

At least 2 years experience in a BPO or shared services environment working with Asia, Australia, Europe, South Africa, Latin America or North America market.

Our offer

- Work effectively in teams, including multi-disciplinary teams
- Demonstrates even-tempered, tactful, considerate and pleasant behavior
- Presents and maintains a professional demeanor
- Self-starter, able to determine work steps based on management direction
- Takes initiative and asks clarifying questions as necessary
- Demonstrated ability to manage multiple priorities and follow through on projects to completion
- Maintains composure in a fast-paced, rapidly changing environment
- Consistently exhibits sound professional judgment
- Ability to identify and analyze issues, prioritize and quickly recommend and implement appropriate solutions
- Demonstrated ability to achieve successful outcomes in handling difficult situations, customers and suppliers
- Thinking critically and structuring analyses to solve poorly defined problems
- Basic project management skills, including understanding how to plan for own work in reasonable time frame and break tasks into achievable sub-tasks
- Strong analytical abilities, including ability to leverage Excel, Access and other quantitative analysis tools
- Strong business modeling experience
- Ability to effectively interact with many levels of management in both one-on-one and multi-disciplinary group settings
- Good written and oral communication skills

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About us

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. The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing

knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.