

# Order Management Analyst

## 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 undershipping, overshipping, 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

**REF95456T**

Location

**Makati**

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**

Ready to drive with Continental? Take the first step and fill in the online application.

#### **About us**

Global Business Services Manila is the only ContiTech location in the Philippines providing support to global stakeholders (e.g. NAR, EuroAsia)