

Order Management Team Lead -- Night Shift

Your tasks

Work with Order Management team to identify and resolve training insufficiencies.

Responsibilities include communicating training needs, the development of training materials, and facilitating training within the Customer Service group

- Provide performance feedback and coaching to CSRs.
- Continually analyze CSR performance and conduct mid-year and end of year performance reviews.
- Identify CSR goals and action plans to build individual development plans for the upcoming year. "

Develop reports to measure, monitor, and identify opportunities for improvement in customer service and business support processes.

Responsibilities include distribution and communication of customer service performance metrics and collaboration with management regarding solutions to issues identified from reports.

Perform high level transactions to complete processes that CSRs aren't authorized to perform including releasing credits, intercompany returns, and invoice activity.

Work closely with CSRs on monthly close activities including deliveries that are shipped but not billed and ensuring that all deliveries are pulled.

Provide day to day support to CSRs in the performance of their daily tasks.

Provide the necessary coverage on holidays, weekends, and after normal business hours as required by Contitech customers

Establish and maintain a positive relationship with plant and shipping personnel as well as departmental contacts across the enterprise

Monitor daily volume and distribute workload appropriately to avoid backlog

Be the first level of escalation for issues related to operations like quality, timeliness, etc

Collaborate with regional partners and stakeholders to improve team relations, business process and customer satisfaction

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

Own and maintain of work instruction documents annually and as needed

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

Monitor and follow-up on the submission and completion of Bright Ideas and other process improvement projects



Job ID
REF95985L

Location
Makati

Leadership level
Leading People

Job flexibility
Hybrid Job

Legal Entity
Continental Global Business Services Manila, Inc.

Your profile

Bachelor's degree or equivalent

6-9 years working experience in a Customer Service, Order Management or Supply Chain Role

Order Management or Supply Chain Management experience required

Small group project or process improvement initiative

At least 3 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)