



CAREER OPPORTUNITY / VACANCY

Job Title	: Orders Capturer
Division	: Supply Chain Management
Department	: Customer Contact Centre
Employment Type	: Permanent
PURPOSE OF THIS POSITION	
<p>Overall responsibility is to provide support to the sales team. To handle administrative tasks such as order processing and provide a point of contact for customers with queries about orders or deliveries.</p> <p>Order Capturing</p> <ul style="list-style-type: none"> • Download order from various chain stores and industrial customers, also telephonically with certain customers • Check stock availability for requested line items • Ensure order flow, printing, preparation and capturing customers orders onto Sage is done correctly • Ensuring orders are captured accurately to minimize stock return <p>Customer and Supplier Relations</p> <ul style="list-style-type: none"> • Ensure dealing with customers and distributor calls are done in the utmost professional manner • Inform customers of nominated delivery dates and stock availability as well as the pricing of products • Communicate with Sales with regards to their stock requirements • General Customer queries <p>Customer Order Exports</p> <ul style="list-style-type: none"> • Check the export reports to confirm all orders were EDI exported to the relevant distributors • Complete queries from distributors regarding exports 	



Bookings

- Ensure customer delivery bookings are correct for all DC Warehouses, as well as Industrial Customers if required
- Making sure trucks are booked to conduct the delivery on the required day

Ad hoc

- Assist with General duties when required

EDUCATIONAL REQUIREMENTS

- Matric Certificate
- At least 3 years working experience in Sales
- Excellent computer skills

REQUIREMENTS - EXPERIENCE

- Good organizational skills
- Excellent interpersonal skills to liaise with a variety of stakeholders on various levels
- Ability to learn new skills
- Ability to work accurately and with attention to detail
- Computer Literacy is vital

ADDITIONAL REQUIREMENTS

- Ability to work under pressure and to maintain required standards
- Willingness to work overtime as and when required
- The ability to manoeuvre and perform a variety of tasks simultaneously