



## JOB DESCRIPTION FORM

<b>JOB TITLE</b> Orders Clerk	<b>INCUMBENT NAME &amp; INITIALS</b>	<b>DEPARTMENT</b> CUSTOMER CONTACT CENTRE
<b>EMPL. NUMBER</b>	MONTHLY <input checked="" type="checkbox"/> x HOURLY <input type="checkbox"/> TEMP <input type="checkbox"/>	
<b>REPORTS TO</b> Name: Supply Chain Manager		Title:
<b>SHIFT:</b> Permanent		<b>DATE WRITTEN:</b> 24/10/2018
<b>GENERAL DESCRIPTION</b>  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.		
<b>KEY PERFORMANCE INDICATOR</b>	<b>MAJOR ACTIVITIES / PRINCIPAL DUTIES &amp; RESPONSIBILITIES</b>	
1. <b>Order Capturing</b>	1.1 Download order from various chain stores and industrial customers, also telephonically with certain customers 1.2 Check stock availability for requested line items 1.3 Ensure order flow, printing, preparation and capturing customers orders onto Sage is done correctly 1.4 Ensuring orders are captured accurately to minimize stock return	
2. <b>Customer and Supplier relations</b>	2.1 Ensure dealing with customers and distributor calls are done in the utmost professional manner 2.2 Inform customers of nominated delivery dates and stock availability as well as the pricing of products 2.3 Communicate with Sales with regards to their stock requirements 2.4 General Customer queries	
3. <b>Customer Order Exports</b>	3.1 Check the export reports to confirm all orders were EDI exported to the relevant distributors 3.2 Complete queries from distributors regarding exports	
4. <b>Bookings</b>	4.1 Ensure customer delivery bookings are correct for all DC Warehouses, as well as Industrial Customers if required 4.2 Making sure trucks are booked to conduct the delivery on the required day	
5. <b>Ad hoc</b>	5.1 Assist with General duties when required	
<b>Knowledge, Skills and Abilities Required</b>		
1. Good organizational skills 2. Excellent interpersonal skills to liaise with a variety of stakeholders on various levels 3. Ability to learn new skills 4. Ability to work accurately and with attention to detail 5. Computer Literacy is vital		
<b>MINIMUM REQUIREMENTS</b>		
1. Matric Certificate 2. At least 2 years working experience in Sales 3. Excellent computer skills		
<b>WORKING CONDITIONS</b>		
1. Ability to work independently 2. Should have the ability to work under pressure. 3. Willing to work outside of normal business hours.		