

Job Description

Job Title:	Order Management Administrator
Reporting to:	Order Management Manager
Direct Reports:	None
Division:	Operations

Purpose of Job

Responsibility for individual Customer Accounts, processing of orders, and daily maintenance of order schedules, resolving issues and queries. Communicating on Availability, Pricing and Product information.

Key Duties and Responsibilities

Management and Coordination of your own Accounts.

Sole point of contact for your customer for any queries or issues that are order related.

Processing and acknowledging of orders on a daily basis through Oracle.

Provide excellent communication to customers via Email, Fax and Telephone

Checking Availability and Pricing

Supply customers with back order reports and shipping reports via Oracle.

Liaise with Lead Time Analyst and Planners about stock requirements.

Organise consolidated shipments and booking requirement per customer's individual needs. Provide tracking and POD information as required.

Research and solve customer queries and problems. Escalate to OM Supervisor as required.

Liaise daily with Sales Managers, EMEA Sales ,Warehouse and Finance daily to resolve issues or update on new requirements.

Attend customer visits and phone conferences as required.

Co ordinate discrepancy reporting and process Credit requests as required.

Work with Sales managers to ensure correct pricing for promotional offers, special discounts etc.

Carry out any other work as detailed by the Order Management Supervisor.

Support other Team members in daily duties and training if required.

Effective support and help to other departments within Garmin when required.

Department Specific Responsibilities

Daily accurate entry of customer orders, receiving and resolving issues and queries.
Dealing with both external and Internal customers.

Technical Requirements

Computer literate, Oracle Experience, Experience in Microsoft office (Excel ,Word, Outlook)

Department Specific Technical Requirements

Accuracy
Computer Literate
Knowledge in Microsoft Office

Education and Experience

Educated to GCSE/A Level Standard
Experience in Data entry
Experience in Customer Service
Experience in communicating via Telephone/Email/Fax

Skills

Competency	Level	Descriptor
WORKING WITH DATA & INFORMATION Gathering & analysing information	2	Gathers and maintains information Identifies and uses appropriate sources of information. Accurately identifies the type and form of information required. Obtains relevant information and maintains it in appropriate formats
Decision making	2	Day to day decisions Follows pre-set procedures where required. Obtains and uses necessary information to make decisions Regularly reviews and agrees scope of decision making for their role Refers decision to others when appropriate.
WORKING WITH PEOPLE Managing relationships & Networking	1	Maintains relationships Develops good relationships with colleagues and maintains them.
Teamworking, Coaching & Guiding	1	Is a team member Participates with colleagues in a team Listens and takes account of other team members views
Communicating, Influencing & Networking	2	Projects a positive image Presents oral and written communication succinctly and with regard to its impact on the recipient. Presents self in a manner appropriate to the situation. Refers positively to the organisation, its people and its services
ACHIEVING RESULTS Planning & organising	2	Prioritises day to day workload Develops daily work plans from job objectives Accurately priorities key tasks Avoids negative impact of own actions on others.

1	1	Completes day to day workload as required Carries out day to day workload as required Advises supervisor of potential problems and asks for guidance where necessary
Objective setting	1	Agrees objectives Agrees objectives set by supervisor Highlights any potential obstacles in achieving objectives
DEVELOPING THE BUSINESS Generating & building on new ideas	1	Is open to the generation of ideas Communicates suggestions for improvements to supervisor Actively considers ideas presented by others
Personal development	1	Develops skills Develops skills to meet requirements of the role Accepts feedback constructively and takes action to improve skills
CORPORATE COMPETENCIES Customer Focused	2	Exceeds customer requirements Exceeds customer requirements by ensuring that their needs are met in a timely manner Identifies unfulfilled customer requirements and refers them upwards as required
Innovative	1	Actions existing solutions Action existing solutions as appropriate Highlights additional customer requirements
Flexible	2	Is flexible with colleagues and customers Identifies and applies solutions to meet the needs of the business
Co-operative	1	Co-operates with colleagues Works co-operatively with colleagues within the department
Integrity	2	towards individual customers Ensures that the interests of both the company and the customers are met Ensures that the company is represented to customers and suppliers in an ethical manner

Signed
(Employee)

Signed
(Manager)

Dated