

Job Description

Company – ASO

Site: Mobeni

Incumbent: Vacant

Date: 01 March 2021

Signed:



Position Details

Job Title: Supply Chain Admin Clerk

Job Summary:

Responsible to manage allocated customers effectively and ensure that the service promise is realised through the service delivery process. Monitor and report progress to the customer proactively, including deviation management. Manage the customer's expectations through service level agreement management and performance tracking and reporting.

Proactively ensure alignment of expectations and communications internally and externally, using the appropriate mediums to facilitate the delivery of the requested services, timeously and to prescribe quality standards. To provide service excellence in daily functions and maintain good customer relationships by providing effective customer service support.

Direct/Indirect Reports:

NA

Qualifications

- Grade 12
- Advanced Microsoft Package
- Diploma or degree in Commercial, Business Management and Marketing, advantageous
- 2-5 years relevant experience

Role Competencies

FMCG, Manufacturing sector experience essential. Proven ability to manage, maintain and deliver against Customer requirements. Analytical skills, Above average written/oral communications skill, Conflict Management, Report Writing skills.

Position Responsibilities

1. Key Account Management
 - Fulfilling the role of Key Accounts Representative for allocated customers.
2. Order to Cash Process
 - Validate and update customer orders/requests, verifying stock availability and capturing orders into the database in accordance with the customer requirements;
 - Plan with the various role players in order to ensure that the customer orders will be executed as requested;
 - Monitor the progress of the orders/requests with external/internal parties to completion as per the client requirement;
 - Report proactively to the customer on the status of the requests;
3. Reporting and Data Accuracy
 - Prepare the required Customer reports in relation to monthly statistics, customer inventory and general activities;
 - Collate and maintain KPI statistics for customers on required aspects of service, identifying opportunities for improvement to maximise operational efficiencies for the customer.
4. Relationship Management
 - Manage operational monthly meetings as well as quarterly operational review meetings (ORM) with customer on queries with regards to daily logistics, inventory, invoicing etc.;
 - Log customer complaints onto the database;
 - Co-ordinate and monitor the investigation to ensure reporting to customer as per required timeframes and ensure closure of actions;
 - Ensure proactive reporting, tracking and feedback to customers aligned to ASOG standards.
5. Invoicing
 - Prepare invoices; ensure correctness of the invoices and documentation prior to posting.
6. Service Level Improvement
 - Report and make recommendation to improve service levels.

Leadership Standards

- Provide inspirational leadership
- Create a culture of execution
- Display business insight and innovate
- Facilitate inter-departmental relationships for overall growth
- Develop commitment through engagement

Skills and Attributes

- Diplomacy
- Initiative
- Assertiveness
- Tolerance of stress
- Creativity
- Proactivity
- Attention to detail
- Deadline driven
- Able to interact at middle management level
- Able to plan ahead
- Manage time
- Able to prioritize
- Custodian of company vision/mission/culture

Key Performance Indicators (KPIs)

- Booking in orders on time, with consultation with customers
- Export orders
- Accuracy of work
- Customer service levels
- Daily/Weekly/Monthly Reporting