

## Career Opportunity

### 1. DETAILS

<b>DIVISION:</b>	Sales
<b>JOB TITLE:</b>	Commercial Order Administrator
<b>REPORTING TO:</b>	Sales Manager
<b>COMMENCEMENT DATE:</b>	To Be Confirmed
<b>APPLICATION CLOSES:</b>	29 May 2024

### 2. JOB SPECIFICATION

#### Main Responsibilities:

- Call Centre
- Provide timeous feedback to clients, direct line manager as well as to other managers in the organisation
- General office admin (filing, housekeeping)

#### Customer Service

- Take down customer information in order to process order
- Complete fields such as name, address, account number, item number, price, and any sales or promotions
- Input data into computer
- Inform customer of prices and collect payment
- Ensure payment information is accurate – confirm with Finance that the payment is reflecting in the bank
- Process order and distribute
- Inform customer of expected delivery date
- Follow up on orders
- Handle complaints about unfulfilled orders / queries / customer complaints
- Check inventory control

#### Key Responsibilities:

##### Quotations and Purchase Orders

- Prepare quotations for new and existing customers
- Process orders on syspro and follow the entire life cycle (give to warehouse for picking, create the invoice from the picking slips, invoice with stock, overlook/assist with the loading process)
- Assist with managing the Order Process from conception to completion
- Receive invoices back from the driver, check for any discrepancies, apply for credit where applicable, submit the invoices to the admin department within the set time post-delivery
- Assist with raising Purchase Orders and tracking Invoicing
- Assist with managing Stock Levels with regular inventories
- Assist with maintaining, updating and publishing key data

**KEY PERFORMANCE AREAS**

<b>KEY PERFORMANCE AREAS</b>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Ensure that customer service are kept at agreed levels.</li> </ul>
	<b>3. PERSON SPECIFICATION</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>a) Matric essential</li> <li>b) Tertiary qualification</li> </ul>
<b>Experience &amp; Other Attributes</b>	<ul style="list-style-type: none"> <li>a) Computer Literacy essential – Microsoft Office</li> <li>b) Ability to adapt to complex situations</li> <li>c) Administration (to ensure correct procedures / controls are in place)</li> <li>d) Ability to build and maintain strong relationships</li> <li>f) Excellent interpersonal skills</li> <li>g) Excellent communication skills (Verbal and written)</li> <li>h) Syspro System - Advantage</li> </ul>
<b>4. REQUIREMENTS</b> <i>(In line with the EMPLOYMENT EQUITY objective)</i>	
<ul style="list-style-type: none"> <li>▪ Employment Equity Applicants would be preferred.</li> <li>▪ Preference will also be given to people with a disability who will be able to operate within the operational requirements and in the present physical facilities available in the organization.</li> </ul>	

Please apply in writing together with your CV to:      Email: [recruitment@selectppe.co.za](mailto:recruitment@selectppe.co.za)

***Internal applicants are to discuss their applications with their Line Manager before applying. Should you not hear from us within 2-3 weeks after the closing date of this application, please consider your application unsuccessful.***