

Order Management Specialist

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$31.01 to \$34.35 hourly
Employment status: Contract / Temporary

Description

Robert Half is currently working with a great organization looking to add a Business Analyst to their team. A Business Analyst with previous experience working in project management, data flow analysis and financial analysis would be a good fit for this cutting-edge organization. This role will require excellent communication, analytical, and technology skills. If you are a deadline driven Business Analyst, this position is for you!

Your responsibilities in this role

- Manage an order management territory and deliver on order processing within SLA.
- Review submitted contract and order forms for completeness, accuracy, and conformance to sales order acceptance policies.
- Process contracts and orders and ensure all documentation is in compliance with revenue and company policy.
- Manage provisioning/delivery issues.
- Calculating PNR (Percent Net Revenue) for proper review of unit pricing.
- Complete compensation transactions to ensure accurate and timely commission payments.
- Work with Partner Operations/Partner Marketing/Alliances assisting in account reconciliations for customer billing investigations and disputes.
- Validate New/Add-on/Renewal Opportunities for Sales forecasting.
- Act as the Go To for questions around process, policy, and applications.
- Provide routine reporting and analysis on team operational metrics.
- Review and audit partner orders to ensure documentation is in compliance with revenue and company policy.
- Share best practices with team members to enhance the quality and efficiency of support and contribute to the knowledge base.
- Contribute ideas and innovations to improve upon existing systems, work processes and procedures.
- Establish strong relationships with Sales, Renewals, Collections, Adjustments, Compensation, Rev Rec., Legal, and other internal resources as appropriate.
- Build out training material in SOP format for provisioning process.
- Train the Order Management team on provisioning basics.
- Manage quality assurance initiatives related to order management work.

Requirements

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- 3+ years of experience working in Sales Operations or Order Management
- 3+ years working on the CRM platform with focus on order management and reporting/analytics
- Aptitude with data collection, compilation, analysis and presentation
- Excellent interpersonal skills; ability to articulate well both verbally and in writing, ability to understand and explain complex business issues; ability to think quickly and critically
- Ability to excel in a fast growing/fast paced environment delivering accuracy while managing to deadlines where adaptability is imperative
- Ability to prioritize workload and manage multiple projects and tasks
- Ability to understand broader business and financial issues
- Extreme attention to detail and strong time management skills
- Thrive in a team environment
- Demonstrated initiative
- Ability to work independently
- Working knowledge of Microsoft Office applications
- Bachelors degree from an accredited university

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Questions? Call your local office at 1.888.490.3195. Robert Half will consider qualified applicants with criminal histories in a manner

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Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

This Job Posting will expire in 10 days.