

## Order Management Administrator

**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:** \$100000.00 to \$120000.00 yearly  
**Employment status:** Permanent

### Description

The **Order Management** is a multi-functional role which requires proficiency in leadership, order management, and ERP systems in a call center environment. This position is responsible for managing a team of Order Management Specialists and overseeing the daily activities of the department and staff. Ensures customer satisfaction and that staff is trained to perform at a high level of competency. Ensure SOP's are current, sales orders are processed promptly and correctly, brings continuity to processes, and provides new ideas to the department to improve efficiency. Has a high level of competency within the SAP Order to Cash work stream.

This is a leadership role responsible for aligning a diverse team around a clear vision and purpose while leading, inspiring, developing and motivating the team to successfully achieve individual and organizational objectives.

Manages the department to function as main liaison between the customer and internal functions. Resolves around difficult and complex customer related issues. Establishes systems, programs, policies and procedures to support Sales Operations.

Under the direction of the Director, Sales Operations, this position will work towards ensuring the department activities and daily interface with the customer aligns with the overall goals and objectives for the department.

### Requirements

Bachelor's degree in business management or related field; 5-7 years' experience with top tier ERP systems and managing a call center five to seven years of customer service management \* experience; four years' experience in a management capacity preferred; or equivalent combination of education and experience.

- Broad understanding of policies, procedures, systems relating to high volume order entry in a call center environment.
- Experience with managing staff in a call center/order entry environment.
- Proficiency using SAP or top tier ERP/CRM system and ACD systems.
- Excellent verbal and written communication skills, strong presentation, project and organizational skills.
- Excellent customer focus with a high sense of urgency and excellent interpersonal and communication skills.
- Ability to function calmly in a fast-paced environment managing multiple priorities simultaneously. Able to positively manage situations of a dynamic nature; to be able to modify plans, actions, and decisions in light of changing situations and circumstances while still meeting, or proposing modified, deadlines.
- Demonstrated ability to lead, engage, motivate, and develop employees directly reporting to this position as well as cross functionally.
- Highly professional and consistent exercise of good judgment and problem-solving skills while always maintaining a high level of confidentiality and sensitivity. Must be able to think strategically and function tactically and positively creating a highly productive work environment.
- Excellent computer skills including operating Windows based personal computers, various office equipment and machines, and telephone system. Ability to use Microsoft products efficiently and effectively such as Outlook, Word, Excel, and PowerPoint.
- Take initiative to seek knowledge and is comfortable in a changing environment.
- To be able to demonstrate an understanding, and the regular use of a time management process, which systematically structures one's own work to provide for effective task performance and to plan and prioritize items to meet future demands.
- Ability to establish and accomplish goals independently and to function as a positive and productive team member.
- Ability to travel (10%) with some over-night stays is required.

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