

Job Title

Customer Service & Planning Specialist

## Job Purpose and Content

- Duties involve but are not limited to supply chain services, inventory control, critical parts availability and material handling:

### Customer Service

- Process orders for materials from sales staff or direct customers' contacts
- Update order information into the ERP System
- Coordinate with suppliers regarding order status, shipping dates, prices, product availability and back orders

### Planning

- Plan, schedule and monitor the movement of materials through the production cycle
- Determine material's requirements from engineering and production schedules
- Coordinate the efficient movement of materials with purchasing, production and engineering
- Responsible for procurement business system data input and integrity; creates and maintains bills of material and parts/commodities numbers in supply chain management or other enterprise-wide systems
- Provide administrative and clerical support specifically related to supply chain and procurement department activities
- Evaluate customer support commitments to ensure customer requirements are met
- Serve as liaison between sales and operations teams to provide data analysis for inventory planning; and participates in process/rating improvement efforts
- Coordinate cross-functional teams through meetings and progress measurement activity to achieve both on time and within budget
- Other duties as assigned

## Qualification & Requirements

- Degree/Diploma in Business Studies or its equivalent with at least 2 years of related experience
- Oracle or SAP system experience will be an added advantage
- Strong communication and good interpersonal skills
- A meticulous, organized and resourceful team player
- Able to work independently with minimal supervision
- Able to do Weekend/Public Holiday support when required

We regret that only shortlisted candidates will be notified.

*Job Title:*

*Date Created: 9 March 2023*

*Job Reference Number:*