

## OPERATIONS SPECIALIST

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Company: Dior

Location: United Kingdom

Category: other-general

## OPERATIONS SPECIALIST

### Position

### POSITION: OPERATIONS SPECIALIST

DEPARTMENT: Operations

LOCATION: Hershham Office

### PURPOSE OF THE ROLE

To work closely with the Order Processing and wider team in order to assist in coordinating all operation and fulfilment activities in relation to successful launch and distribution management.

### MAIN RESPONSIBILITIES

Launch Management

To be the main point of contact for UK and EIRE launch and order planning

To help ensure the successful implementation of all launch activities so that all on counter dates are met

To aid in solving order management issues by liaising closely with contacts in the UK, France and Order Processing team

To clearly communicate the status of, and manage solutions for, launch management, distribution management, quota rejections, shortage reports, and any logistical constraints

End of month invoicing, to ensure all orders are invoiced within their forecasted month

Act as a support during busy periods for the Order Processing Executives

Ensure any escalations are clearly communicated to the Senior Operations Specialist

Any ad-hoc duties as required

Key Account Management

Manage fulfilment within brands in line with KPI requirements

Work closely with Sales to ensure all EDI orders are validated in line with agreed SLAs and will ship within agreed timelines

Develop internal relationships within brands to maintain the role of a trusted partner and ensure operational excellence

Respond to all queries and issues related to orders, invoices and deliveries in a courteous and timely manner

To clearly communicate the status of and manage all orders and launch orders internally and externally to retailers

Logistics Management

Coordinate shipping requests with distribution centres in Italy/France/Milton Keynes

Act as a liaison between distribution centres in Italy/France/Milton Keynes, transport partners, the retailers, sales and marketing teams

Prepare all operational reports concerning demand activities including Launch, delivery and invoicing trackers

To communicate the order flow status to the retailer and subsequently onto all relevant business stakeholders as necessary

Assist and support the brands with month end management

Internal Collaboration

Work in tandem with the wider operational team to ensure information is captured and passed onto the relevant team member in a timely fashion

Actively participate in daily, weekly and monthly team meetings to maintain good

communication within the department

## Profile

### PERSONAL SPECIFICATION

Key Competencies

Excellent written and verbal communication skills

Action orientated and proactive

Results driven

Ability to prioritise, and effective time management skills

Adaptable, with great problem solving skills

Quick thinking, supportive and calm under pressure

2-3 years operations experience in a fast paced environment

Technical skills

Proficient in Microsoft applications (Word, Excel)

Proficient in SAP

Spanish, French or Italian language skills advantageous

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### Cross References and Citations:

1. OPERATIONS SPECIALIST [Findjobshiringnearme](#) Jobs United Kingdom

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