

## Order Administrator (Temp)

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Company: Coherent

Location: Daventry

Category: office-and-administrative-support

### Job Description

and Responsibilities:

#### The Role:

Reporting to Sales OA Supervisor, this is a temporary role covering a period of Maternity Leave, where you will be responsible for providing effective, timely and accurate processing orders for Coherent' diverse product lines. In this role you will interface with our global business units to ensure timely fulfillment of customer orders.

#### Primary Responsibilities

Interacts with customers, company sales and/or service representatives to handle a variety of pre-sales or post-sales order management functions.

Process orders for the EMEA region.

Reconcile and audit orders to customer contracts / purchase orders.

Ensure orders and change orders are booked in accordance with Coherent's global bookings, SOX and revenue policies.

Review sales order packets for completeness and accuracy

Enter and Book orders in the global Oracle ERP System including service & rental contracts.

Work closely with Finance, Planning, Manufacturing Operations and Shipping to ensure terms

and conditions are properly met.

Interface with customers, Sales, Service, Business Units and Finance to address and resolve issues related to bookings and customer satisfaction.

Ensure on time bookings

Provide timely order status and tracking information to internal and external customers

Manage and resolve backlog issues including order hold release, product configuration issues, item number discrepancies and purchase order requirements

Provide month end and quarter end support as needed to achieve corporate goals.

Participate in projects and goals to support Department and Corporate goals.

Process post sale service orders and RMA's for replacements and depot repair orders in via the Oracle CRM system.

Process and coordinate internal product purchases and transaction management for fulfillment of in-direct sales/Services

Communicate and coordinate shipments and deliveries with our international and domestic freight forwarders.

Education and Work Experience:

Experience in Order Management Environment with increasing levels of responsibility in order management. Experience with international companies is desired.

Oracle 12i Order Management, Customer Master, CRM, Service Contracts, IB and CRM experience or other ERP system

Experience in understanding inventory concepts and transactions

International Order Processing knowledge and related skills – carrier and incoterms

Good written and oral communication skills - Must effectively communicate with all levels of internal and external personnel

Customer focused

Exceptional Team Player

Detail Oriented and Organized

Exudes a professional presence and position

Experience with MS Office (Word, Excel)

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