

## Order Processing Administrator

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Company: Selecta

Location: Hemel Hempstead

Category: office-and-administrative-support

Selecta is an innovative global industry leader and food tech pioneer, which runs as a 24/7 food & drink distribution and technology led powerhouse with 2021 reported revenues of over €1billion. Selecta provides millions of moments of joy to its end consumers throughout Europe. As such, we are uniquely positioned to address the needs of our clients and their consumers in the new hybrid work environment.

### About Selecta

Selecta operates across 16 countries within Europe, serving 12 million people every day. Within the UK we deliver a national service, relied on and trusted by circa 3,500 businesses to serve tasty beverages and snacks at a variety of locations from workplaces to schools, universities and hospitals and everywhere in-between.

We are hiring **Sales Order Processing Administrator** to join our team and assist with the administration of Sales Orders and the Coordination of the varied and busy functions of the Great Start Team. This role is responsible for supporting the Great Start Leader, Great Start Team Members & Clients.

### What is the Great Start Team?

The Great Start Team manage our Client Orders through to Installation. We look after the review & transacting of Sales Orders, stock allocations, organising installs with our 3rd Party Logistics provider and Selecta Technical Joy Ambassadors (TJA's), we raise supplier orders, liaise with suppliers on registering for services and manage communications to our Sales Community and Clients. In short, and as the name suggests, we are charged with ensuring our Clients receive a "Great Start".

## **Responsibilities**

Review Order for complete and accurate information and that all internal approvals are in place

Own orders through lifecycle, from new to install & billing, including providing key updates to all stakeholders, including our Sales Community and Clients

Enter orders directly onto Selecta's systems (SharePoint & Infor M3) – including Site & Payer details

Log calls with our Technical team to ensure they are onsite to complete Installations at the correct date/time

Raise Purchase Orders with our suppliers to meet current demands

Allocate machines to orders from Stock, in our ERP system

Work with our 3rd Party Logistics provider to ensure our products and solutions are installed in a timely manner

To provide a high level of customer service to Client at all times, so good communication skills are a must

Liaise with Clients via the phone ahead of Installation to ensure planned dates can be met, and deal with any subsequent queries that may arise

## **Requirements**

Excellent interpersonal skills with the ability to communicate with internal stakeholders & external Clients

Have previous experience in an Order Administration / Order Management or Sales Administration environment, or similar that can be discussed with confidence at interview stage

Able to work & learn in a high-pressure, fast-moving & complex environment.

Proven ability to Multi-task & display a high level of organisational skills

Computer literacy, ability to learn in-house systems and competent in using Microsoft,

particularly Outlook, Excel and SharePoint

Must have discretion and able to manage confidential information

Excellent attention to detail

Be flexible, enthusiastic, friendly, and have a positive approach.

Applicants must have the Right to Work in the UK permanently. Please apply for consideration- we look forward to reviewing your CV.

In line with the Immigration, Nationality and Asylum Act, all applicants will be expected to provide proof of eligibility to work in the UK if invited to interview. Selecta UK recognises the benefits of a diverse workforce and we therefore welcome applications from all backgrounds and all sections of the community.

### **Benefits**

25 days holiday pa + bank holidays

Life assurance of 2x yearly salary

Hybrid work pattern

Full industry leading training

Security of 5-weeks paid sick leave

Development opportunities available and clearly mapped career paths

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