



Date: February 2018

## JOB DESCRIPTION

**Job Title:** Purchasing and Management Assistant

**Main responsibilities:**

- Ensuring that all customer orders are manufactured and shipped within our agreed lead times and the customers are well informed at all time of their status.
- Supporting the management with administrative and travel tasks.

**Key tasks:**

- Point of contact for customers through the entire order process: Preparing pro forma invoices, placing orders with suppliers, reviewing schedule and keeping customers informed of deliverables.
- Updating of the open orders file.
- Customer invoicing.
- Reviewing production lead times, compiling reports and reviewing with the management.
- Providing customers with shipping quotations DAP/CIF.
- Arranging transportation of shipments between manufacturing partners and to end customers including preparing packing lists, commercial invoices and comparing and negotiating transportation costs from different logistics providers.
- Ensure that outgoing shipment documentation is accurate, the goods are well packaged and overcome any issues that might arise such as lost or damaged shipment, missing paperwork or customs delays Critical to building relationships with the logistics providers
- Preparing and shipping of packages being shipped by courier: handling the samples request and combine the production by entering request; arranging shipment from preparing packing lists to physically packaging outgoing samples material, notifying customer.
- Supporting the Managing Director with administration and personal tasks to enable them to use their time more effectively in the management of the business.

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Secondary tasks:

- Researching travel options and making bookings for the management
- Receiving online orders from the E-shop, verifying payments, arranging shipment from our warehouse and recording stock movement.
- Recording stock movement between production, processing partners and customers.
- Ordering office supplies.
- Answering the phone and connecting the caller with the correct person
- Ensuring customer information and contact forms are up to date.
- Recording signed NDA's and updating our supplier monthly.
- Updating the online calendar with employee booked holidays.
- Managing and filing both paper and electronic files: Generating and maintaining files of orders, invoices, packing lists, returns and other important shipping and received documentation

Other tasks:

- Develop strong customer retention policies and work to ensure that the business is perceived as one that delivers excellent customer service.
- Maintain good communication channels with stakeholders and employees
- Miscellaneous tasks not associated to the orders process, which are to be expected in a growing and dynamic company

Skills:

The applicant should be organised, diligent and customer focussed with good proficiency in e-mail, Word and Excel.

Most communication with suppliers, customers and internally is in English, so it is necessary that the applicant is able to both converse and write to a good level.

Full training will be provided for all of the listed tasks and at all time the applicant will be working closely with the company management.

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