

Job Title

Overseas Operations Executive

Job Description:

Orders Processing

- Adding & setting up new customers to the system.
- Ensuring orders are processed, making sure stock arrives within expected timescales and any delays are dealt with appropriately.
- Liaising with Purchasing to order stock. Request updates on lead times for outstanding stock.
- Checking that all orders are correct & ready to ship on the system, prepare/check any additional documents before shipping.
- Communicating with the Build Department to ensure all production orders meet the required spec, date/deadline for the customer.
- Analysing and suggesting any changes on item spec that will benefit customer on lead time.
- Updating and sending back-order reports and updating/liasing about shipment with offices/customers outside UK (Boston India, Boston Germany, Brazil, 2CRSi and any complex projects which you are involved) every day.
- Working with Logistics and Warehouse Departments to ensure orders are dispatched correctly with attention to any special documents and requirements.
- Preparing proforma and commercial Invoice to Boston India and other offices when required.
- Processing direct shipment orders.
- Processing SOR (Sale or Return) orders.
- Weekly ORC update.
- Preparing monthly sales reports for Boston India.
- Conduct weekly updates on orders with Operation team in India.

After sales Customer Service

- Processing RMA (Return Merchandise Authority) numbers which are submitted by the customer via our online partner portal paying close attention to onsite warranties.
- Cooperate with Supplier Returns department on customers outstanding RMA's.
- Processing AW (Advanced Replacement).
- Requesting cross shipment.
- Communicating with our RMA & Supplier Returns departments to provide updates to our offices in India and Germany.
- Keeping record on pending RMA/AW in India and monitoring life cycle of all returns.
- Monitor outstanding AW & SOR and leading and maintaining meeting with Boston India and RMA & Supplier Returns, so that the process goes well.
- Prepare commercial invoice and liaising with Logistic to ship RMA and AW to offices outside UK.

Project Management

- Planning and maintaining special projects for overseas accounts
- Scheduling project timelines to ensure delivery of customer requirements
- Co-ordinating meetings with relevant project teams
- Participate in production scheduling
- Co-ordinating shipment dispatch with Warehouse and Logistics.

Last reviewed 30/03/2022