

Customer Service & Order Processing Officer at Rose Avenue Group

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

Rose Avenue Consulting Group is a financial management, strategy and consulting firm that combines deep industry knowledge with specialized expertise in corporate finance, strategy and research. Together with our clients and partnering companies we address our client's most critical issues and challenges. RACG aims to provide a globally consistent set of multidisciplinary strategic, financial and advisory services. RACG offers services across five key areas: – Financial services – Strategic advisory services – Executive search – Real estate & Industries

Summary Submit your CV and Application on Company Website : [Click Here](#)

Closing Date : 31 July.

Our Client, a well-established group in agricultural services in the region, are seeking to hire a **Customer Service & Order Processing Officer**. The overall job responsibility will be; to oversee the customer service division and to manage a team of Customer Service Representatives and Clerks by leading and motivating them, to listen and take ownership of customer's requirements and issues, by following problems through to resolution, with the goal to increase customer satisfaction, loyalty and retention and to meet and exceed their expectations. Liaise with Warehouse Officers in managing stock inventory, source for and place orders with the local suppliers.

Job Responsibilities:

Manage and maintain orderly workflow according to priorities within the customer service division

Oversee and manage correct interpretation and prompt issuing of all quotations to customers

Oversee and manage receiving of LPO's, converting them to Sales Orders, Delivery Notes and Invoices

Liaise with stores and/or EPICOR regarding identification, verification and availability of items

Answer customer questions and complaints, and resolving problems

Monitor and follow up on the progress of ordered items and regularly inform customers accordingly

Keep accurate records and documenting customer service actions and discussions

Improve customer service experience and create engaged customers

Develop, maintain, update and enforce standard operating procedures (SOP's)

Manage discipline, leave and overtime of staff in accordance with company policy

Provide constructive and timely assistance regarding KPI's and performance evaluations of staff

Train and develop staff according to company and personal development needs

Process export documentation of Greenhouse and Irrigation items to neighboring countries

Purchase goods such as irrigation materials and greenhouse and ensure their timely delivery

Generate local purchase orders and sent them out to the appropriate suppliers in a timely fashion while handling any discrepancies that may arise.

Negotiate the best deal for pricing and terms and conditions for supply contracts.

Act as a relieve person for Quoting and Invoicing staff when required.

Key Performance Areas

Ensure timely issuing of quotes, sales orders, delivery notes, invoices and other related documentation

Ensure upkeep of all work related sheets: Open Quotes, Open LPO's and Open Orders/Deliveries/Shipments

Ensure timely feedback to customers on quotation expectations and delivery of orders

Ensure effective and efficient communication between colleagues, management and different departments

Ensure customer satisfaction by going the extra mile

Requirements:

Bachelor's degree in Business Administration or related field

Proven working experience as an Order Processing/Customer Service Manager, Retail Manager

5 years' experience in providing customer service support/order processing services and managing a similar team

Customer service training courses successfully completed will be an added advantage

Proficiency in English

Excellent verbal and written communication skills

Excellent interpersonal, customer service and people skills

Excellent organizational skills and attention to detail

Excellent time management skills with a proven ability to meet deadlines.

Strong analytical and problem-solving skills

Ability to prioritize tasks and to delegate them when appropriate

Ability to think strategically and strong leadership skills

Strong client-facing and communication skills

Customer service orientation and multi-tasking skills

Excellent knowledge of management methods and techniques

Ability to lead others in the workplace with empathy for their needs

Ability to maintain a positive attitude and willingness to serve customers at all times

Working knowledge of customer service software, databases and tools

Awareness of industry's latest technology trends and applications

Proficient with Microsoft Office Suite or related software

Able to maintain prolonged periods of working on a computer and attending to customer requests

Ability to handle difficult and demanding customers

Ability to function well in a high-paced and at times stressful environment

Ability to manage extra workload of colleagues when required to act as relieve person.

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