

Customer Order Management

Náplň práce

We are seeking a detail-oriented Customer Order Management professional to join our team in Bommasandra, India. In this role, you will be responsible for managing customer orders efficiently, ensuring smooth order processing, and providing excellent customer service.

Key Responsibilities

Process customer orders accurately IN SAP SD Module using order management systems.

Weekly Demand upload in SAP SD module as per the customer forecast.

Prepare Waterfall reports every month to understand the accuracy of the customer forecast.

Discuss with all customers every month to understand the current demand trend and future forecast.

Release Monthly/Weekly production to the PPC team based on the customer demand and pull.

Coordinate with PPC, production, warehouse, and Logistics for timely order fulfilment.

Real-time tracking of parts and vehicles to avoid delays.

Maintain the Finished Goods stocks at the 3PL Warehouse as per the customer requirement.

Resolve order-related issues and handle customer inquiries professionally.

Deliver accurate, timely, and transparent service while meeting strict industry compliance standards.

Prepare and analyze reports on order trends, processing timelines, and customer satisfaction.

Returns & after-sales service: Handling exchanges, refunds, or support.

Managing defective parts, recalls, or warranty claims

Support continuous improvement of order management processes.

Ensure compliance with company policies and standards.

Čo ponúkame

Ready to take your career to the next level? The future of mobility isn't



ID pozície
REF4616U

Miesto práce
Bommasandra

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