

## Job description



**Job title:** *Order management officer*

**Department:** Food Category Ice Cream

**Reports to:** Assistant Order Management Manager, Food Category Ice Cream

### Responsibilities:

- Organize order gate meeting with Market Companies to pass order gate
- Plan Customer order from approved kick-off to delivery
- Ensure that demands from Customer, Market Companies or other relevant sources are fulfilled
- Follow up on order through the process and work out punch list with task and responsible for each issue
- Timely maintain related system data and ensure data accuracy - SAP System
- Effective communication between TPFMS and Market Companies, coordination of activities with Planning, Engineering, Purchasing, Production, Testing, Finance & Quality Control to finish orders on time
- Carry out checking of cost and margin
- Secure the order data is updated and archived
- Coordination of shipping /invoicing
- Claim handling before order close
- Secure customer satisfaction

### Requirements:

- University degree with 3 years working experience
- Experience in manufacturing industry & order/project management is preferred
- Analytical, driven, open minded and goal oriented
- The ability to work independently and willing to learn
- Honest and high responsibilities
- Good oral English and strong communication skill
- Proactive and teamwork mindset
- Structured thinking and good at planning
- SAP knowledge is preferred