



OTTOBAUTHENTIC

Let's Talk... we're looking for:

INVOICING/ORDERING CLERK

Pharmaceutical Industry

Parktown, Johannesburg

Salary: Neg. depending on experience

Job Summary:

- ⑧ To liaise with customers, document and process their orders, and ensure that the items are received on time.
- ⑧ The order clerk's responsibilities include order capturing, quotations, finalizing delivery dates, dealing with customer complaints, establish excellent customer relations and keep the clients informed about the status of their orders.

Qualifications and Accreditations

- ⑧ Grade 12 or equivalent qualification.

Responsibilities:

- ⑧ Receiving orders from customers via mail, phone, or other electronic means.
- ⑧ Obtaining customers' details and billing information and entering the information correctly on the order form.
- ⑧ Preparing customer invoices and quotations.
- ⑧ Notifying departments when supplies of items are low.
- ⑧ Informing customers about prices, delivery dates, expiry dates and anticipated delays.
- ⑧ Liaising with the sales teams & 3PL (third-party logistics) for customer orders, delivery dates, credit investigations and credit approvals.
- ⑧ Inspecting outgoing orders to ensure compliance with customer specifications.
- ⑧ Reviewing reports to ensure customer orders are delivered on time and in full.
- ⑧ Liaising with 3PL (third-party logistics) to trace or accelerate shipments.
- ⑧ Attend interdepartmental meetings.

Experience & Skills

- ⑧ SAP order placing
- ⑧ SAP, Excel, Pastel
- ⑧ Proficient computer skills and ability to learn database and ordering systems.
- ⑧ Strong verbal and written communicator.
- ⑧ Knowledgeable of the principles and processes of good customer service.
- ⑧ Organized with good clerical skills.

Kindly note: If you have not heard from us within 7 working days, your application was unsuccessful.

How to Apply: Please submit your resume to: elsa@ottobauthentic.co.za and use the job title as the subject.