



Job Description

Export Order Administrator



JOB OVERVIEW	
JOB TITLE	Export Order Administrator
DEPARTMENT	Nutrilabs and NAF International Export Department
REPORTS TO	International Supply Chain Manager

DUTIES & RESPONSIBILITIES
Nutrilabs Order Processing • Acknowledging and processing of all Nutrilabs orders from start to finish. • Making sure that all orders are processed in a timely manner. • Liaising with the Export dispatch department to ensure that all orders will be completed within the agreed timeframe. • Obtaining and issuing any supporting shipping documents • Booking transport for all Nutrilabs orders. • Liaising with the customer on a suitable delivery date, ensuring that booking in procedures are adhered to. • Dealing with any customer order and invoice queries. • Ensuring that all standard operating procedures are kept updated at all times. • Creating and updating various Nutrilabs KPI reports. • Providing cover for the department as required. Private Practice Orders • Acknowledging and processing of all Private Practice orders from start to finish. • Making sure that all orders are processed in a timely manner. • Liaising with Maurice Ward on any order related issues and special requirements. • Maintaining and updating all databases and records to enable a smooth order process Private Practice Labels • Coordinating new label requests and label amends with the WDT/Richter customer service team and our internal label department. • Ensuring that all labels are created in a timely manner and progress chase as and when required. • Making sure that all files are updated and Maurice Ward is informed about any new and amended labels. • Ensuring that all standard operating procedures and files are kept updated at all times Business Support/Other • Coordinating Nutrilabs label creations and updates ◦ Prepare suitable documentation for label updates based on different information received from marketing, QC and Technical ◦ Translating English versions into German if required ◦ Coordinate the creation of new labels with the label room ◦ Coordinate the sign off process • Supporting the business with specific projects as and when required

KNOWLEDGE, SKILLS & EXPERIENCE

- An excellent understanding of sales order processing and producing export documentation for products with special requirements such as products containing animal by-products.
- An excellent understanding of the Nutrilabs products and distribution channels.
- Excellent Microsoft Office skills.
- A high level of detail and proof-reading skills
- Language skills (German is not essential, but highly desirable due to the customer base)
- Good knowledge of Sage.