**Role Description & Person Profile**

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| **Role**  |  |
| **Job title** | Order Handler or Stock Controller (Job share) |
| **Division** | Intellync |
| **Department** | Feedlync |
| **Reporting to**  | Customer Support Team Manager |
| **Location** | Kilkenny, Ireland |

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| **Description** |  |
| **About us** | At Intellync, we put our users first. We aim to build products that organise Agri Tech information and make it universally accessible, bridging the gap between people and technology. We are an innovative, market leading dairy technology business that is building and implementing on farm solutions, transforming how farmers work across the world with customers in Europe and the USA with plans for continued growth year on year.  |
| **Role Description**  | We are looking for a proactive and dedicated individual who excels at ensuring our customers receive the right products to get started smoothly. In this role, you will be responsible for processing all incoming orders, ensuring accurate and timely shipments, and making sure that products are delivered to the right location with the appropriate instructions. You will manage the whole order processing system and email inbox, ensuring that no customer requests are missed. Additionally, you will monitor stock levels, making sure that essential products, packing materials, and other necessary supplies are always available and ready for dispatch as well as overseeing and managing the asset log.This role is key to ensuring our operations run efficiently and our customers receive excellent service. |
| **Responsibilities**  | * Process and ship orders
* Monitor stock levels , ordering and purchasing necessary stock as required, including counting and reporting stock levels monthly
* Quality Control: Ensure that all products meet quality standards before they are shipped to customers. This includes inspecting goods upon arrival and before dispatch
* Define and maintain processes for order processing
* Work with 3rd party logistics companies to ensure consistent delivery of orders and competitive pricing
* Manage required import/export documentation – keeping accurate records ensuring compliance with all relevant company policies and legislation
* Liaise with customers to confirm order details and address any issues or discrepancies
* Provide timely updates on order status, delivery schedules, and product availability
* Handle customer inquiries, complaints, and returns efficiently
* Asset log management
* Assist the installation team making appointments with new customers and carrying out aftercare calls as and when required
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| **Person Profile/Knowledge** Experience, any formal qualifications and necessary keys areas of knowledge or experience. |
| **Essential** | **Desirable** |
| Highly organised and proactive professional who is customer focused and ensures that the right products are available at the right time | Multilingual – English is our business language however we have customers and teams that speak several languages so any additional languages welcome |
| Detail oriented and analytical – able to spot stock/order discrepancies and takes a proactive approach to resolve them | Ideally, has prior experience in stock control, inventory management or supply chain processes |
| IT proficient with excellent attention to detail. Able to use full Microsoft packages and in house programmes with ease | Import/export knowledge |
| Effective communicator at all levels – from keeping internal colleagues updated on stock levels, issues, dispatch information, to directly communicating with external customers |  |
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| **Key Behaviours** | * Maintain high-level of professionalism and competence in every interaction
* Ability to prioritise workload effectively in an ever-changing environment
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| **Other Factors**Travel, shift pattern, working hours, Licence type etc. | * This is a job share position and will require additional hours to cover colleague absences.
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