

JOB DESCRIPTION:

Order Management Specialist

LOCATION: Ashburn, VA (Preferred)

Who We Are

Janitza LP is the North American arm of Janitza electronics GmbH, a leading German manufacturer of electrical power monitoring hardware and software. A family-owned business, we make hardware and software to measure and analyze power quality measures for our data center and industrial manufacturing customers. With our tools, companies can take action to reduce energy costs, improve uptime, and decrease their carbon footprint.

Our North American branch was established in 2018 and our team is growing quickly. We're looking for an Order Management Specialist as an addition to the operations team to assist in customer order processing and fulfillment.

Who You Are

Reporting to the Operations Manager in Ashburn, VA (preferably), along with the business operations team, you will oversee and maintain customer orders, handle inquiries and changes, and ensure accurate reporting. You will collaborate with sales, procurement, finance, warehouse, and support teams to deliver excellent customer service and ensure smooth order fulfillment.

What You'll Do

- Accurately input customer orders into the system and verify details for accuracy.
- Coordinate with the sales teams to ensure customers are appropriately set up in the system to guarantee compliance.
- Confirm pricing based on each customer and program pricing list.
- Send order acknowledgements and order confirmations to customers after each order has been entered.
- Collaborate with sales and warehouse teams to optimize order processing and ensure timely delivery.
- Efficiently communicate with customers, teams, and vendors to manage issues, resolve challenges, and ensure smooth order processing and delivery.
- Create, analyze, and distribute daily and weekly reports, monitoring open and in-fulfillment orders.
- Coordinate with procurement to make sure accurate information is always maintained for appropriate stock levels.
- Work with finance on AR to ensure timely payment of invoices and send notices for overdue ones.
- Ensure data accuracy, integrity and consistency by managing customer and order-related data in our ERP system.

What You'll Bring

Qualifications include:

- College degree, technical diploma or relevant experience.
- Exceptional customer service skills with the ability to handle customer inquiries and resolve issues in a timely manner.
- Outstanding verbal and written communication skills for interacting with customers and colleagues.
- Strong organizational skills and attention to detail.
- Proven ability to manage time effectively, prioritize tasks, and meet tight deadlines.
- Strong analytical and problem-solving skills with the ability to approach challenges strategically.
- Ability to thrive in a dynamic environment while maintaining high quality output.
- Proficient with Microsoft Office Suite.
- Ability to work effectively in a team environment.

Preferred Qualifications:

- Experience using ERP or Order Management systems; SAP experience a plus