



Job Description for Order Management Specialist

Role Responsibilities & Key Accountabilities:

- Is responsible for the implementation of the entire order to billing process and for providing ongoing order management support for sales and clients.
- Manages the entire end to end order life cycle, including order preparation, order monitoring, permissioning and billing/credits/cancellations for new and renewal orders. Confirms all client orders are correct for sales and financial reporting and is accountable for adhering to compliance controls and 3rd party guidelines.
- Aligns to a designated client base and is accountable for building relationships with internal and external customers, playing a key role in improving service results.
- Manages and resolve queries relating to quote/order status, billing, client account information/permissioning, and compliance issues.
- Leads ad hoc initiatives with relevant groups, ensuring customer requests are successfully implemented.
- Spots trends and make recommendations for enhancing systems and procedures.
- Owns basic Service Alerts, including creation, management and resolution of all alerts issued and performs pre-audits.

Qualifications & Experience:

- Limited previous experience in Order to Cash / customer support functions
- Applies general knowledge of business, developed through education, to make informed judgements.