

Job Description

Order Administration assistant EMEA

APsystems, global leader in microinverter technology for the solar PV industry, is looking for an Order Administration Assistant. APsystems designs, manufactures and markets highly innovative solar microinverters to bring solar energy to communities and businesses all over the world. APsystems is a listed company on the Shanghai stock exchange.

His/her responsibilities will be as follows :

- Receive, confirm, record and acknowledge receipt of customer orders within the time defined by the company's policy
- Check the prices, credit lines, customer balance and any specific contractual provisions of each sales order
- Check pricing with official approved price list or DOA, do not process orders and refer to manager in case of gap.
- Work closely with the Director of Sales and Operations, Headquarters and Logistics provider to verify stock levels and ensure the accuracy of order confirmations.
- Solve day-to-day issues related to sales administration, logistics and order shipments
- Work with customers and sales managers to resolve order issues, rescheduling, changes, and urgent requests
- Comply with contractual obligations with specific customers, if applicable
- Organize and communicate customer purchase orders, order acknowledgements, shipping notifications and all documents related to sales administration
- Maintain customer profiles and contact information in the company's order registration system or ERP/CRM
- Manage the order management procedure and stay updated on new requirements regarding shipping rules (in relation with the company's headquarters and logistics partner).
- Work closely with finance, sales managers and clients to help resolve billing issues.
- Contribute to the effort of the sales team by performing additional related activities as required.
- Assist the sales manager on the analysis of sales/inventory figures
- Participate in the evaluation and selection of logistics partners

These duties will be performed under the authority and management of the Sales & Operations Director EMEA or any person who may be substituted for and in permanent liaison with him/her.

Based in The Netherlands.

Profile requirements

- Experience in order administration
- Good communication & organisational skills
- Team spirit
- Fluent in Dutch and English

