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# Example of Order Management Analyst Job Description

Our growing company is searching for experienced candidates for the position of order management analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for order management analyst

* Analyses new orders based on ad hoc requests
* Daily communication with customers including incoming calls, local business partners and all RDC functional teams
* Follow all specified best practices for creating complete and accurate returns and claims
* Work collaboratively to address client needs and solve client concerns
* Provide audit documentation as required and make sure the internal compliance policies are applied
* Collaborates with Customer Support to initiate, test and implement process and system improvements new systems
* Plan and maintain daily communication across international and/or domestic customers and internal functions such as materials, distribution centers and global sales teams to review and adapt to customer demand
* Work directly with partners and/or customer to ensure the efficient execution of service implementation within expected time frames
* Manage efforts with other internal departments to ensure Service Level Objectives (SLO) are completed by predetermined time frames
* Serve as contact to the sales organization, partners and other boundary partners to answer questions and resolve issues

## Qualifications for order management analyst

* Hands-on person with exceptional analytical and problem solving abilities
* Ability to place questions and problems in the proper context
* Ability to address problems logically, carefully, and methodically
* Persistence to pursue problems until they are solved, but also the good judgment to know when to stop and ask questions
* Strong Excel ability to compile data (PivotTables, Vlookup, ) +Word + Powerpoint
* Bachelor's Degree (4 year)