



Example of Commercial Operations Specialist Job Description

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Our growing company is looking to fill the role of commercial operations specialist. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for commercial operations specialist

- Credit note management (follow-up, chasing of credit notes, sending out reminders and escalations)
- Drive the commercial negotiation tasks constantly with the stakeholders
- Maintain relationships with other areas to ensure effective end to end processes
- Actively identify and highlight opportunities for continuous improvement in processes and work practices
- Returns into Demo Inventory
- Responsible for driving the overall execution of the GEHC customer quoting processes (meeting customer criteria, valid pricing models, revisions, compliance with international and local trade rules and requirements) including facilitating customer and opportunity creation on salesforce.com and other commercial process tools(e-SPC, NCR WF, .)
- Processing orders on SAP, ensuring proper configuration, sales quota management assignment, appropriate order history as it pertains to the integrity of the order
- Act as a liaison between sales representatives, clients and factory regarding purchase order acceptance and delivery
- Participate and follow through in resolution of all collection issues relating to order processing within required time frame
- Escalate issues appropriately and promptly to ensure optimum customer satisfaction

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- Understands the importance of details and seeks to understand their impacts
 - Candidates are comfortable on the phone
 - Proficient in use of all MS Office programs
 - Knowledge of Tax, KYC, On-boarding policies a plus
 - Working knowledge of Loan IQ, ACBS, or VLS a plus
 - Flexibility and adaptability to change in the work environment