



Example of Commercial Operations Job Description

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Our company is growing rapidly and is looking for a commercial operations. 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 commercial operations

- Conduct reviews with the Q&R organization and lead the implementation of improvement actions to ensure that the relevant part of the quality system meets internal requirements
- Track and manage all RMA returns for credit
- Track reason codes for returns and analyse trends
- Work with department manager to minimize returns
- Work with Product Management team to maintain pricing information and price lists for Sales and Distribution channels in our CRM Database
- Coordinate with the Product Management team to ensure price list accuracy by updating prices and descriptions, removing discontinued parts and adding new items on an ongoing basis
- Perform uploads on a weekly basis for any changes to the data into Netsuite CRM and MDM database
- Assist with the set up all new parts for our OSSA Factories and Distribution Sales Offices
- May assist, mentor and help train less experienced Customer Support Reps
- Cover Breaks for the receptionist and Call Center

Qualifications for commercial operations

- Knowledge on Seals & Systems with understanding of the Seal application & Types

- Must be able to maintain positive, productive relationships with a variety of internal and external constituents
- Knowledge of Gabriel Broadcast Traffic software preferred
- Thorough understanding of AFS loan structure and terminology (obligors, obligations, main futures, futures, limits, sub-limits, take-down currents, stand-alone currents, and facilities and utilizations)
- MIS and reporting background