# Order Management Executive

| **Function: Distribution & Logistics** | OVERALL IMPACT | | M | |

The Order Management Executive prepares customer proposals and/or tender documents and processes orders, ensuring shipment and delivery of orders to the customers. He is also responsible for managing customers and coordinating with colleagues during the entire process. He is required to analyse customer needs and convince customers to adopt proposals.

| KEY TASKS | | FUTURE VIEW OF TASKS (3 – 5 YEARS) | REQUIRED SKILLS |
|---|---|---|---|
| **Assess customer needs and opportunities** | L | • Leverage collected customer datasets in conjunction with trends analysis to generate insights on customer needs and business development opportunities<br>• Identify key growth areas and feedback to distribution partners | **TECHNICAL SKILLS**<br>• Data Interpretation and Analysis<br>• Workflow digitalisation<br>• Environmental Protection Management<br>• Green Facilities Management<br>• Business Continuity Planning |
| **Coordinate delivery of orders to customers** | L | • Apply smart workflows to automate order fulfilment processes and minimise manual intervention<br>• Leverage digital solutions that use RPA to automatically route customer orders to designated warehouses and transportation nodes | |
| **Facilitate and promote customer sales** | M | • Use RPA and data analytics to draw sales drivers from large customer datasets<br>• Run behaviour analytics to predict sales outreach opportunities and enhance lead conversion | **CRITICAL CORE SKILLS**<br>• Sense Making |

Source: Ipsos Interviews

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