

Job Description
Giesecke+Devrient Mobile Security FZCO

Position: Sales Administrator

Reporting to: Head of Order Management - Mobile Security Middle East

Scope and Purpose:

- Sales administration / sales order processing through the whole sales cycle from generation of quotations till follow-up of outstanding payments
- Maintains a high level of customer satisfaction through pro-active attention to customer requirements and positive customer interactions.
- Task involves close cooperation with sales and finance department
- SAP Key User
- Fluent in English, Arabic and/or German speaker is a plus

Responsibilities:

- Generate customer quotations and prepare tender documents based on quotations from suppliers
- Issue purchase orders
- Manage order confirmation, bank guaranties, Letter of Credits, INCOTERMS, Export Control Issues
- Maintain OTC and PTP SAP processes
- Liaise with the implementation team: investigate, analyse, and assist in solving software problems and map business requirements, processes and objectives
- Act as SAP key user for the department and provide guidance and training to others
- Handling of orders internally and externally (SAP system, suppliers, transporter, etc.)
- Assist and attend to customer demands and requirements on phone and in writing
- Invoicing and follow-up of outstanding payments
- Monitor customer's credit limits
- Collect bank guaranties
- Reporting of order / project status and financial reports
- Close cooperation with sales, finance, and project management functions as well as with GD production sites
- Arrange pick-up and flight booking for ex works shipments
- Issue shipping documents and handle stamps (COC, Embassy)
- Communicate shipping pre-alerts to customers

- Follow-up on shipment arrival at destination airport
- Monitor customers' Account receivables (payment reminders)
- Handle card suppliers and forwarders invoices
- Update Payment reports
- File all the documents related to the customers' orders, contracts and NDAs

Candidates please contact:

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