



ACN is the largest direct selling company of services in the world. ACN is present in North America, Europe and Asia-Pacific, offering consumer telecommunication services, nutritional products and exclusive skin care products. Working at ACN Europe means working in a dynamic and very international environment. At present, over 400 employees with over 30 different nationalities are working in our European offices.

We are looking for:

Order Management and Logistics Analyst

Summary of Role

Order Management:

Ensure all internal and external SLAs are met. On a daily basis you will manage all orders coming through various channels with a high level of productivity and accuracy. You will be responsible for the smooth transition of customer and/or IBO (Independent Business Owner) orders selected from a wide company portfolio.

Logistics:

Ensure all internal and external SLAs are met. Responsible for managing the supply chain for the product range and additional product ranges as these arise. This includes the planning, stock control, purchasing and logistics requirements to ensure 100% continuity of supply of all products in all countries. Deal with daily inquiries from the business and vendors. Provide accurate detailed reporting on KPIs.

Major Tasks:

- Handle daily workflow cases from the business and email inquiries from internal and external partners.
- Control inventory levels of goods and telephone numbers at all facilities and vendors to ensure adequate supply is held at all times.
- Evaluate and handle issues related to different type of orders.
- Ensure that Key Performance Indicators are met.
- Drive process improvement within the various order flows.
- Create and provide regular forecasts of inventory needs.
- Maintain and control inventory pricing, obsolescence and version control within the chosen inventory system in a timely and accurate manner.
- Develop, manage and monitor shipper reporting so as to identify exceptions that can be proactively managed to ensure the successful fulfillment of customer orders.
- Assists in sourcing of product collateral.
- Reviews and ensures invoices from vendors are matching services/goods rendered.
- Identify and suggest cost and process improvements, including automation and tool development.
- Enter details from Customer Agreements into the relevant internal systems, with a high degree of accuracy.
- Report provisioning issues and follow up with the network provider.
- Perform status reconciliation between 3rd party systems and our systems, running queries and comparing with available reports. Flagging findings to other business units.
- Achieve or exceed individual targets for productivity and quality as set by the line manager.
- Assist the line manager with any specific tasks.

Requirements:

- Proficient spoken and written **English** (min. C1 level). Other European language is an advantage
- Excellent analytical and problem solving skills
- Strong Microsoft Office skills, particularly Excel
- Detail oriented and decision making ability
- Ability to work well under pressure
- Good interpersonal, written and verbal communication skills
- Knowledge of PeopleSoft is a plus

Our offer:

- A stable full-time job (with 1 hour of fully paid break)
- Competitive base pay and travel allowance
- Interesting and challenging career path in a successful organization
- Opportunity for growth and professional development
- Private medical care in Luxmed
- Cafeteria benefit system (Multisport card/tickets to the cinema or other benefit from among 700 benefits to choose)
- Access to e-learning portal
- Team events/Integration parties
- Great atmosphere and possibility to work in a multicultural environment
- Additional days off for years of service

If you are interested in this opportunity send your application **in English** to email address: **wroclaw.jobs@acneuro.com**