



<b>Published Role Title</b>	Wholesale Administrator (SYS-51758)
<b>Type of Role</b>	Perm
<b>Location</b>	London, UK

#### **Job Description**

##### **Responsibilities**

- Maintains accurate order pool and manages customer's expectations accordingly. Shipment schedule, bulk order management, and performance, and supply and demand management were all analyzed to maximize Clarks shipping potential. Collaborate with Demand Fulfillment to ensure fill rates are met and delivery of goods is on time and in full to the customer.
- Responsible for communication with customers regarding purchase order updates, price variances, shipping status, and all other information related to orders. Communicates product availability and status along with requesting extensions on purchase orders. Responsible for documentation on order changes and communicating any variance from the original purchase order agreement.
- Coordinates with Customer Operations on customer requirements and maintains applicable value-added services information. Updates, validates, and audits Customer Table / Master information. Manages purchase order fill rates, shipping information, ship methods, department numbers, etc. to minimize chargeback exposure. Knowledgeable on all EDI transactions and the appropriate procedures for processing.
- Maintains value-added services information. Enters customer data into special label applications, orders labels from external sources, provides UPC codes upon request, and accesses customer websites when necessary.

##### **Qualifications**

- High School Diploma; Bachelor's Degree preferred
- Strong customer service skills; Excellent communication skills
- Retail - Footwear background is ideal
- Ability to analyze data
- Bilingual – French/English
- 2-4 years of Account Management Experience
- Customer Service Experience
- Reporting – creating and running reports, understanding of selling and forecasts
- Prioritize workload – strong organizational skills
- Ability to utilize multiple applications