

## JOB DESCRIPTION

**Designation:** Sales and Operations Co-ordinator  
**Reports to:** Supply Chain Director  
**Location:** Market Harborough, UK

### Company overview

ONVU Technologies is a privately held Swiss group, operating out of bases around the globe including US, UK, and Turkey. Through annual investment in R&D, talent acquisition and strategic partnerships we go to market via our brands focused on smart video, IoT and cloud applications. Our brands include ONVU Learning and Oncam.

We believe in developing empathy led technology to answer genuine challenges in the vertical markets we address; by enabling users to leverage the technology in a way that solves their problems. Use cases of this have been in creating business intelligence insights for retail via video, providing a safer environment in an airport or helping teachers create better student outcomes by leveraging IoT devices in the classroom for insight and CPD.

### Role Overview

As the Sales and Operations Co-ordinator, you will play a critical role in aligning our supply chain, sales, and finance functions. Your responsibilities will cover order processing, logistics co-ordination and warehousing for the global business. Your focus will be on the customer primarily, then the supply chain and sales teams, you will act as a conduit for those teams, ensuring a high level of customer service and satisfaction. This role requires someone who is highly organised, can multitask, has a delivery focus, and is a great communicator.

### Responsibilities

- **Operations**
  - Manage order processing and logistics coordination for both the UK and USA.
  - Oversee warehousing activities and ensure efficient order management.
  - Coordinate freight booking and tracking for timely deliveries.
  - Handle returns and manage the RMA (Return Merchandise Authorisation) process.
  - Work closely with the supply chain team to align supply with demand.
- **Sales (Account Management)**
  - Chase and coordinate sales forecasts, and feed those into the supply chain team for planning purposes.
  - Generate sales reports and provide weekly order book updates and order confirmations.
  - Assist in customer relationship management, attending customer meetings alongside the sales team.
  - Maintain and update price lists both in SAP and customer facing, ensuring accuracy.
  - Develop and apply product knowledge for effective customer support.
  - Act as an SAP Super User for the sales module.
  - Maintain and update customer price lists.
- **Compliance**
  - Ensure adherence to ISO9001 standards.
- **Other**
  - You will be required to carry out additional duties or responsibilities, which fall reasonably within the remit of the role.

### Essential Requirements

- Experience of working within a customer facing Operations role, such as customer service.
- Proven experience in order processing, and logistics coordination.

### Desirable Requirements

- Minimum of a bachelor's degree in a relevant field (business, operations, supply chain, or related).
- Previous success in sales support, account management, and customer relationship management.
- Familiarity with SAP Business One, experience as a Super User a bonus
- Awareness of finance processes, including credit control and invoicing.
- Experience of working within ISO9001 quality management standards.

## **Skills**

- Effective communication and interpersonal skills
- Strong organisational and multitasking abilities.
- Proactive and self-motivated individual with a strong work ethic.
- Ability to work independently and collaboratively within a team.
- Adaptability to manage various responsibilities across different areas.
- Strong attention to detail, particularly in financial and compliance-related tasks.
- Problem-solving mindset with the ability to troubleshoot issues and find solutions.
- Ability to manage conflict situations in a professional manner.