



1300 368 161  
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www.hidrive.com.au

**HIDRIVEGROUP** P/L  
ABN: 97 153 134 788



**ISO 9001 QUALITY**  
Certified System

Employee Name:

Start Date:

## Order Manager

Department:	Supply Chain
Reports to:	Technical Procurement Manager – ad interim
Direct reports:	N/A
Primary Location:	Brisbane
Management Level:	Employee
Classification:	Level 2
Work Hours:	Monday – Friday 8am – 4.30pm Lunchbreak – 45mins

### Position Summary:

The order management team is a key function in the Hidrive business, they are responsible for the coordination and communication with all stakeholders, both internally and externally for the life of a customer's order after the proposal is accepted, up until the vehicle is dispatched back to the customer. The team builds relationships with all involved parties by delivering exceptional customer service through clear, timely and factual communication that strengthens the customers perception and trust in the Hidrive brand to deliver certainty.

The role requires a passionate, organised and attentive to detail team member with excellent communication skills and determination for getting the correct information. Your tasks are varied and you will be constantly juggling multiple priorities and workloads.

### Key Accountabilities:

- Owning the customer's sales orders from conversion to the dispatch back to client.
- Owning the process of converting orders into the Production System and updating as required.
- Ensure all credit checks and payments are complete and correct before orders are released into the production system.
- Working with all Hidrive teams: Engineering, Ops, Supply Chain, Fleetbrand, third party suppliers, Sales and Finance to ensure delivery of the vehicle by the agreed dispatch date.
- Communicating with all parties to ensure that the vehicle/s and related information e.g., make, model, variant, colour, VIN, due date etc. is recorded and correct at the earliest possible time.
- Accurate, detailed and timely communications with the customer and all involved parties, both internally and externally.

- Manage and grow relationships with dealers and the broader dealer management teams, (e.g., OEM's, transport companies) to help with the sourcing of correct and timely vehicle details.
- Coordination of the vehicle receive and dispatch across the Hidrive locations.
- Keeping all parties completely up to date with their current build status through recurring reports and communication.
- Arranging and booking (where needed) the transport of vehicles to and from related parties to meet agreed delivery dates.
- Ensuring that all forms of communication always deliver exceptional customer service and deliver certainty for our customers.
- Ensuring that all required communication with our customers is recorded correctly in the right platforms, e.g., CRM, Smartsheet, Emails, etc.
- Have tenacity to follow up to ensure the right information from the right source is obtained on-time, in-time.
- *This will include work order change management, ops admin tasks, GVM management and invoicing (these functions will be added later, once we have the system that can let us do these roles).*

**Other:**

- Ad Hoc Responsibilities as required by Direct Manager and Senior Leaders
- Be a demonstration of Hidrive's core values and use them as a sounding board for all business activities.
- Have an appreciation for the finer details of the role and have a great problem-solving skill set.
- Be a decision maker and take ownership of your decisions and actions.
- Go above and beyond as a go-getter that looks for and seizes opportunities as they arise.
- You will have access to confidential information in this role and must not share or divulge it to any unauthorized personal.

## About you or Person Specification

Qualifications:	Minimum quals to proceed in recruitment <ul style="list-style-type: none"> <li>• No Qualifications required</li> </ul>
Experience:	Minimum experience to proceed in recruitment <ul style="list-style-type: none"> <li>• Have at least 1 to 2 years' experience in a customer care role.</li> <li>• Preferable to have a background or experience in the automotive space</li> </ul>



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#### Skills & Competencies:

##### Key Skills or transferable skills to be successful in the role

- Computer skills.
- Experience with Smartsheet and Hub spot will be beneficial.
- Excellent Interpersonal skills.
- Strong communication skills both by phone and email.
- Problem solver.

#### Personal Attributes:

##### A 'must have' as an employee to succeed in role

- High attention to detail
- Be well structured and organised
- Have tidy email etiquette
- Have a love for well maintain and orderly records.
- Have a can-do attitude
- Tenacious

#### Agreement

This position description is to provide an overview of the scope and responsibilities of the role in which you have been employed in. It is not intended to be an all-encompassing list of duties. You will be expected to perform other job-related tasks requested by management and as required by the development of this role.

At Hidrive we understand that the key to success is Role clarity and understanding how you add value and what succeeding in your role looks like. You will be provided with a Role Clarity Statement that will outline key role requirements, accountabilities, KPI's, authorities and key interdependencies. The RCS is a developing document and will be reviewed by your manager.

I fully understand the content and agree that it forms the basis of my employment at Hidrive Group P/L

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date