



SOLOMON & COMPANY (ST HELENA) PLC
JOB DESCRIPTION

DEPARTMENT: Special Order/Procurement

JOB TITLE: Special Order Clerk

RESPONSIBLE TO: Procurement Manager

JOB PURPOSE: To provide primary support to the Special Orders and Procurement Department whilst ensuring a high level of customer service at all times.

JOB OUTLINE:

- To deputise in the absence of the Senior Special Orders Clerk ensuring all deadlines are met.
- To provide cover within the general Procurement Department as and when required.
- To follow up outstanding orders.
- To completed reconciliation of the Special Order account as and when required
- To maintain customer files.
- To participate in promotional activities
- To assist with the checking of Cargo
- To expand and facilitate the special order arrangements for overseas purchases from the company departments/staff and public customers.

This includes the following:

- Sourcing of the product requested.
- Mock Costing as per costing procedures.
- Feedback to customers' on cost and ensure relevant documents are completed and appropriate deposits is collected.
- Placing of orders with overseas suppliers with Buying Department.
- Update Special Order spread sheet and forward to Procurement Manager on a monthly basis.

- When goods are ordered, ensure the product is checked on arrival against purchase order and invoice.
- To advise customers of final cost, ensuring that final payment is received, and goods issued to customers.
- To follow up outstanding orders and provide feedback to the relevant customers in a timely manner.
- To calculate the total estimated cost per shipment, and forward this information to the Procurement Manager on a monthly basis.
- Ensuring accurate records are kept and filing system maintained.
- To advertise and promote service.
- To ensure that all quotations and tenders are delivered to the customer in a timely manner
- To assist with the reconciling of the Special Order Monthly account with Procurement Manager
- To meet deadlines and lead times set by suppliers/agents.
- General cleaning of workstation.
- Any other related duties as required by Procurement Manager

RESPONSIBILITIES

- Responsible for cash control and security.

SPECIAL CONDITIONS

- Out of hours work if and when required.