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| **Title:** | ORDER PROCESSING OFFICER | |
| **Generic Function:** | SUPPLY ACTIVITY OFFICER | |
| **Code:** | LT03603 | |
| **Level:** | 5 | **(E)** |

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| **Position in the Organization** | |
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| **Reports to (Hierarchical):** | Supply Chain Team Leader / Supply Activity Manager / Supply Chain Officer / Supply Activity Supervisor |
| **Reports to (Functional):** | Supply Chain Team Leader / Supply Activity Manager / Supply Chain Officer / Supply Activity Supervisor |
| **Job Family:** | Logistics and Supply |
| **Supervises (Function):** |  |

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| **Main Purpose** |
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| Performing the day to day order processing activities in a particular supply office (coordination or project level) according to **MSF** protocols and standards in order to ensure an optimal running of the mission/project |

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| **Accountabilities** |
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| * Performing the day to day activities ensuring an efficient running of the Order processing activities in a particular supply office (coordination or project level) following the supply procedures according to **MSF** standards and protocols. Including the following activities:   + Being responsible for the supply database and the correct filing and archiving of the supply documentation in order to guarantee the availability and the coherence of supply data   + Processing all orders and requests and communicating regularly on their status with the initial clients: order received, approval stage, confirmation, RTS monitoring, backorder, lead times, … and reporting problems to his line management   + Communicating with local and international suppliers (status of order, claims) and reporting problems to line management * Performing delegated tasks according to his/her activity and as specified in his/her job description |

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| **MSF Section/Context Specific Accountabilities** |
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| **Requirements** | |
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| **Education** | Essential, secondary education; commerce related studies desirable |
| **Experience** | * Essential in supply chain management (minimum 2 years) and in organization of supply administration and procedures. * Desirable proven understanding of **MSF** Field Logistics (general knowledge of **MSF** equipment and kits in accordance to the nature of the project) |
| **Languages** | Mission language essential; local language desirable |
| **Knowledge** | Computer literacy |
| **Competencies** | * Results and Quality Orientation **L1** * Teamwork and Cooperation **L1** * Behavioural Flexibility **L1** * Commitment.to MSF Principles **L1** * Service Orientation **L1** * Stress Management **L2** |

This job description may be amended in line with the activities or evolution of the Mission.

By signing, the employee acknowledges that he/she has read, understood and accepted this document.

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| **Employee Name/ Surname** |  |
| **Place and date:** |  |

Signature of the employee:

*(To be signed in two copies, one for the employee and one for the employer)*

**MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association.  
 Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.**