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**LT03603**

**ORDER PROCESSING OFFICER**

**Level 5**

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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

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**Main Purpose**

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**

- 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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**Education**

Essential, secondary education; commerce related studies desirable

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## 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)
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## Languages

Mission language essential; local language desirable

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## Knowledge

Computer literacy

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## Competencies

- Results and Quality Orientation **L1**
  - Teamwork and Cooperation **L1**
  - Behavioural Flexibility **L1**
  - Commitment to MSF Principles **L1**
  - Service Orientation **L1**
  - Stress Management **L2**
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