



---

Veolia group is the global leader in optimized resource management. With over 171,000 employees worldwide, the Group designs and provides water, waste and energy management solutions which contribute to the sustainable development of communities and industries. With its three complementary business activities, Veolia helps to develop access to resources, preserve available resources, and to replenish them.

Through our comprehensive expertise, we are able to develop tailored services for governments, businesses and industries. Our one-stop customized solutions improve operational, financial and environmental performance, making Veolia a reliable partner in our clients' sustainable growth.

## Order Fulfilment Officer

### Job Description:

- Obtain detail information from customers to generate accurate service orders on a daily basis.
- Manage fulfilment of service orders and track the status of post-acceptance testing of wastes.
- Work closely with fleet personnel and liaise closely with customers for rapid turnaround of service for all scheduled collections and emergency response situations.
- Manage customer's expectations and provide appropriate feedback on customer's service needs and priorities.
- Scan all service orders and weighing tickets as a single document and submit to Navision for invoicing
- Prepare customer's monthly report, waste manifest, annual reports.
- Generate simple opportunities and quotations in salesforce for transactional sales.
- Handle customer complaints, responding to customer's emails, feedbacks, and provide appropriate solutions and after-sales support when required.
- Familiarise with E-tracking system & be competent to advise customer on E-tracking consignment note submission to VESSI for NEA. Follow up with customers to provide appropriate solutions and alternatives.
- Generate DSO report for the sales representative and take appropriate next course of action.
- Participate in meetings with sales/ops/fleet/lab to improve our business.
- Provide support to other Customer Service Officer during their absence to cover their duties.
- Provide support to purchasing department, e.g. create purchase requisitions (PR), purchase orders (PO), track PO closure and review open POs.
- Support PO until invoicing process by coordinating with various business department to monitor POs.
- Any other reasonable request/assignment by Management.

- Safety is a core value at Veolia, and a precondition for employment. You are expected to uphold the Veolia Always Safe rules and set an example to all colleagues in your daily work routine
- Ethics and compliance are two areas where our rules and our standards are strictly non-negotiable. You are expected to stick to ethics and compliance rules and standards which ultimately mean doing your job properly and conducting our business like true professionals, whatever our missions and our place in the Group.

**Job Requirements:**

- Minimum Diploma with at least 3 years of related experience.
- Knowledge in environmental services / waste management is a plus.
- Strong demonstration of abilities in: planning and organizing, group facilitation, resource coordination, strong team orientation, multi-tasking skills, to ensure related tasks are delivered on time and within budget.
- Proficient in English, well written and spoken.

Interested candidates are requested to submit application online or email full CV with photo stating current and expected salary, availability date, etc. to [sg.hr@veolia.com](mailto:sg.hr@veolia.com)

Successful candidate will be working in the main office located at 15 Tuas View Circuit, Singapore 636968. Company transport is provided.