



Join a high-performing group with a purpose:
to grow a safer, cleaner, healthier future
for everyone, every day.

We are hiring for **Sr. Executive – Order Distribution (Customer Support)** in **Halma**

Location	Business Unit	Report to
Bengaluru	Halma Core	Manager-Supply & Distribution

About us

Halma is a global group of life-saving technologies companies, driven by a clear purpose. We are an FTSE 100 company with headquarters in the UK and operations in 23 countries, including regional hubs in India, China, Brazil, and the US

Our diverse group of nearly 50 global companies specialise in market leading technologies that push the boundaries of science and technology.

For over 50 years, the combination of our purpose, strategy, people, DNA and sustainable business model has resulted in **record long-term growth in revenues and profits and an increase in dividend by ≥ 5% every year**– an achievement unrivalled by any company listed on the London Stock Exchange.

Halma India fulfils the potential of the region by harnessing the diverse talents, expertise, infrastructure, and operational

We have a team of over 250 professionals representing commercial, digital and support functions across our seven offices in India, two in Bengaluru and one each in Delhi, Mumbai, Thanjavur, Vadodara, and Ahmedabad.

HALMA INDIA IS CERTIFIED AS A GREAT PLACE TO WORK.

Here's why working with us is fulfilling:

We offer a safe and respectful workplace, where everyone can be who they 'REALLY' are, feel free to bring their whole selves to work and use their unique talents, knowledge, expertise, experiences, & backgrounds to create meaningful outcomes.

We nurture entrepreneurial spirits and empower them to think beyond the possibilities, to discover, shape and build their own unique stories. Our diverse businesses and operations provide fulfilling opportunities to grow as individuals and make an impact.

We are simple, humble and approachable, and we believe in leadership at all levels to bring our purpose to life. Everyone at Halma India makes an impact, and so do you when you join us!

Halma India is an equal opportunity employer, which means the base of our recruitment decisions is always on skills, competencies, attitudes, and values. We are committed to hiring from diverse backgrounds without regard to age, ethnicity, religion, marital status, disability status, sex, gender identity, or sexual orientation.





Detailed job description

Position Objective (The purpose of role in current business/market scenario)

The operating companies in Halma are operating out of India in the commercial and digital areas. Role of India Hub is to support the operating companies to expand their presence in the market region and enable the growth of their business in the region and to enable the operating companies to setup their distribution model, manage the operations effectively and deliver to the customers efficiently.

The “Sr. Executive – Order Distribution (Customer Support)”, will play a crucial role who would be responsible to manage the Sales Orders and Warehouse Dispatch operations and will be the Front End of the Supply Chain coordinating with the Sales Team in fulfilling the business Orders. Core work area includes: “Order Management, Driving warehouse operations, Customer Co-ordination & Reporting”. Also, he/she would be responsible to coordinate with sales team & internal stakeholders of the supply chain to ensure that the customers are always supported through a sustainable high standard.

Responsibilities (KRAs / deliverables / job expectations)

- **Order Management**
 - Reviewing business orders and generating Sales Orders in the ERP while ensuring Products/Parts, Pricing and Delivery Terms as per agreed terms.
 - Ensuring orders visibility by timely sharing of order confirmations to Customers/Opco Sales Team.
 - Releasing delivery Orders/ dispatch Plan to the Warehouse team to enable picking & packing activity and ensuring products are shipped within defined time frame.
 - Post delivery coordination with customer/sales team.
- **Operations**
 - Driving dispatch operations from warehouse.
 - Preparing dispatch plan, inventory allocation as per FIFO.
 - Ensuring standard quality packing practice.
 - Coordination with logistics service provider to ensure shipment is dispatched as per plan.
 - Shipment tracking and monitoring as per standard TAT norms.
 - Coordinating and facilitating reverse logistics.
 - Ensuring adequate quantity of packing materials at warehouse.
- **Customer Coordination**
 - Providing visibility to customers regarding inventory availability and shipments.
 - Coordination for advance payments and credit limits.
 - Providing solutions to customer grievances.
- **Master Data Management-**
 - Creation of BOM and related Master.
 - Managing the master data & records.

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	• Stakeholder Management/Coordination ○ Engage with the finance team for invoice and related documents for the shipments. ○ Communicating & updating the sales teams/customers on operational and mandate arrangements to ensure smooth logistics flow. ○ Effectively monitor and measure the risks related to KPI's like TAT, OTD, Quality. ○ Monthly connect with warehouse operations team to review & monitor the gaps and good practices. ○ Quarterly connect with domestic logistics provider to review the performance. • Reporting & MIS ○ Maintain regular MIS data – DSR, Sales order reports, Sales revenue reports, Shipment Tracker and monthly operational MIS. ○ Monitor the effectiveness of warehouse and service provider through monthly MRM reports and score evaluation. ○ Effective cost management on operations like freight: Air/Road, and warehousing.
Critical Success factors (critical / high impact aspects of role)	• Keen customer focus and high value driven working approach. • KPI driven operations to ensure effective operation management in terms of warehousing, process and logistics. • Coordination between internal & External stakeholders of the supply chain. • Effective understanding of Inventory and its saleable behaviour of high mix products. • Effective and sound understanding of risk management & regulatory compliances subjected to business applicability. • Effective liaising and collaboration with the business partners associates. • Drive the SLAs with the logistics partners to ensure they meet the set performance standards. • Flexibility & Adaptability towards a very dynamic business environment.
Academic qualification	• Graduate from a reputed institute, preferably B.E./ B. Tech. • Postgraduate/ Certificate in operations management will be an advantage.
Experience (exposure)	• 7-8 years overall experience in supply chain operations management. • At least 6-7 years of experience in managing customers' orders and sales team. • 6-7 years of experience in handling warehouse operations preferably in a multi-product company. • Experience in working in MNC. • Experience in leading as a unit lead or section lead. • ERP experience along with other order mgmt. tools is preferable.

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Key attributes (critical functional competencies)	• Warehouse operations management. • Order Management & Material Planning. • Experienced with ERP system and environment. • Domestic outbound Logistics. • Understanding of Regulatory norms & compliance subjected to distribution process. • Proficiency in MS- Office tools (Intermediate to expert level) • Comfortable in adapting dynamic business environment. • Experienced in dealing with wide range of product mix. • Ability & exposure to analytics tools and platform will be an added advantage.
Competencies (fundamental skills and attitudes)	• High integrity & Transparent. • Organized. • High quality and process oriented. • Customer Focussed. • Proactive Ownership and Accountable. • Agile and Adaptable. • Problem Solving & Result Oriented. • Responsive & Collaborative. • Collaborative & Team Player.

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