LT03603
ORDER PROCESSING OFFICER

Level 5

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

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

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

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**

Generated at 2026-11-03 13:36:06 +0000

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