



Job Title	CUSTOMER RELATIONS CO-ORDINATOR
Job Level	4b
Location	SBP
Business Unit	GP & SC
Function	SC
Leader	Customer Relations Team Leader
People Leadership	N/A
<p>Role Purpose Provide best in class customer service which includes organising, co-ordinating & managing total demand to support the delivery of the Commercial and Operational goals whilst meeting customer expectations</p>	
<p>Responsibilities</p> <ul style="list-style-type: none"> • Build strong relationships with customers, providing the best service experience at every opportunity through timely responsiveness, courteousness and proactive problem solving and addressing feedback from the customer survey process • Process sales orders daily, ensuring key customer attributes are met in line with commercially agreed terms of sale, enter onto ERP system and acknowledge to customer within 24hrs of receipt • Attend monthly Integrated Business Planning Process (IBP) meetings providing up to date market knowledge. • Support strategic, allocated and consignment stock levels as per market requirements whilst minimising excess and slow moving stock in line with agreed targets and turns • Manage all shipments and cost per case to market from preparation of documents to booking with Freight Forwarder and ensuring delivery to customer on time in full in excess of 99% • Manage all shipments in line with HMRC compliance • Ensure documents are prepared accurately and in a timely manner, delivered to customer in line with customs clearance requirements • Manage daily service reports to support service improvement initiatives • Support and manage new product introduction in line with Commercial and Marketing requirements and Business SKU creation rules while minimising excess and obsolete stock • Support commercial in any distributor changes, adhering to business guidelines. 	