

Job Title	Customer Relations Coordinator
Business Unit	OBU
Function/Region	Supply Chain - GTR
Location	Singapore
Leader	Customer Service & Demand Management Team Leader
People Leadership	N/A
Job Level	4B
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.	
Accountabilities	
<ul style="list-style-type: none"> • Process sales orders daily, ensuring compliance with commercially agreed terms of sale, recording on ERP system and acknowledging to customer within the agreed SLA. • Support commercial team in all distributor changes, adhering to business guidelines. • Understand and analyse trends and seasonal profile for key markets, to support and advise the commercial teams where there is evidence that the demand plan may require revision. • Manage all shipments and cost per case to market from preparation of documents to booking with Freight Forwarder, ensuring delivery to customer on time in full in excess of the agreed target and HMRC compliance. • Ensure all documentation is prepared accurately and in a timely manner and delivered to customer in line with customs clearance requirements. • Support and manage new product introduction in line with Commercial and Marketing requirements and Business SKU creation rules while minimising excess and obsolete stock. • Develop and maintain professional and productive relationships with third parties & ODCs. • Develop professional and productive relationships across all key stakeholders to support operational performance and ensure that accurate and relevant information is shared in a timely manner. • Attend monthly SLA & S&OP meetings with key distributors / ODC markets, providing up to date market and customer insight. • Maintain a proper process framework and detailed process documentation with the appropriate governance structure. • Develop a strong understanding of the supply chain requirements for customers, 3rd party distributors and ODCs. • Contribute appropriately to identify areas for improvement - facilitating cross collaboration with key customers to develop service improvement initiatives. 	