

Role Title	Customer Relations Coordinator
Internal Reference	ODC-0520
Business Unit / Group Function	ODC
BU Team / Sub-Function	Supply Chain
Location	Korea
Team Leader Role	Supply Chain Manager
Role Level	5
Team Members	No
Role Purpose	<p>To deliver the highest levels of customer service from WG&S through effective order processing, ensuring on time delivery (where possible) and efficient resolution of any stock problems.</p>
Accountabilities:	<ul style="list-style-type: none"> • Develop and maintain strong working relationships with key customers/distributors in order to manage all order to delivery activity • Support the customer/distributors interface between the UK Commercial and Customer Supply Chain teams • Prepare the receipt and administration of customer orders to the minimum agreed accuracy of 99.5% • Process customer orders, managing from placement through to delivery as well as possible discrepancies • Work with customer base to drive order and delivery efficiency utilising cost to serve practices. • Prepare the co-ordination of deliveries to customers to the minimum agreed service level • Manage demand to allocated/restricted forecast using available customer stockholding data • Provide customers with accurate product information • Help to resolve customer supply chain issues and complaints, in conjunction with Commercial / appropriate teams • Act as intermediary between customer and the company during resolution of compliant
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