## Role Profile Template

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| **Job Title** | **Customer Relations Coordinator** |
| **Business Unit** | ODC BU |
| **Function/Region** | Australia |
| **Location** | Sydney, Australia |
| **Leader** | Supply Chain Manager |
| **People Leadership** | N/A |
| **Job Level** | 5 |
| **Role Purpose**  To deliver of the highest levels of customer service from William Grant through effective order processing, ensuring delivery on time where possible and efficient resolution of any stock or payment issues. | |
| **Accountabilities**   * Responsibility for the order to pay cycle for customers including effective resolution of any issues that will impact the customers’ perception of WG&S Australia. * Partnering with warehousing account champions to prioritise positive customer outcomes including dispatching stock on time, processing returns and also investigating any stock discrepancies on a regular basis. * Actively manage the claims register ensuring that claims are both regularly processed and reported on to the wider team * Manage the reduction of SLOBS (slow moving and obsolete stock), Duty Paid and Company Owned Stock holdings to reduce working capital * Manage accurate weekly settlement submissions to our Customs Broker * Particate in audit and stocktake activities as required and ensure completion to a high standard. * Be active and engaged members of the team ensuring high levels of compliance and completion for any team meetings. * Develop strong product knowledge to enable service to customer, internal communication, and the ability to become a scotch whisky expert * Supporting the broader team during times of absence by covering any of the other roles required | |

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| **Values**  C:\Users\proval\Downloads\267177_7.png | |
| **Core Competencies:**   |  |  | | --- | --- | | **Working with People**   * Demonstrates an interest in and understanding of others * Adapts to the team and builds team spirit * Recognises and rewards the contribution of others * Listens, consults others and communicates proactively Supports and cares for others * Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses | **Relating and Networking**   * Establishes good relationships with customers and staff * Builds wide and effective networks of contacts inside and outside the organisation * Relates well to people at all levels * Manages conflict * Uses humour appropriately to enhance relationships with others | | **Planning and Organising**   * Sets clearly defined objectives * Plans activities and projects well in advance and takes account of possible changing circumstances * Identifies and organises resources needed to accomplish tasks * Manages time effectively * Monitors performance against deadlines and milestones | **Delivering Results & Meeting Customer Expectations**   * Focuses on customer needs and satisfaction * Sets high standards for quality and quantity * Monitors and maintains quality and productivity * Works in a systematic, methodical and orderly way * Consistently achieves project goals. | | **Adapting and Responding to Change**   * Adapts to changing circumstances * Accepts new ideas and change initiatives * Adapts interpersonal style to suit different people or situations * Shows respect and sensitivity towards cultural and religious differences. * Deals with ambiguity, making positive use of the opportunities it presents. | **Following Instructions and Procedures**   * Appropriately follows instructions from others without unnecessarily challenging authority * Follows procedures and policies * Keeps to schedules; arrives punctually for work and meetings * Demonstrates commitment to the organisation * Complies with legal obligations and safety requirements of the role. | | |
| **Skills and Qualifications:**  Essential:   * Knowledge and understanding of customer service and the impact the role has on customers * Systems knowledge and experience, particularly experience with ERP systems and Excel. * Excellent written and verbal communication skills * Attention to detail   Desirable:   * Experience in the FMCG industry * Self motivated problem solving mindset * Keen to go the ‘extra mile’ to achieve positive outcomes for customers. * Supply chain knowledge | |
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| Date: | 07/06/2022 |
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| Date of last revision: |  |