## 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:**

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| **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
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| **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.
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| **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.
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| **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: |  |