## ROLE PROFILE

|  |  |
| --- | --- |
| **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** | 555 |
| **Team Members** | No |
| **Role Purpose** 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. |
| **Accountabilities:*** 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
 |
| **Created by:** | Graham Pike  |
| **Creation Date:** | 17/05/2024 |
| **HRBP:** | Louisa Li |
| **Date of last revision:** | 11/11/2024 |