



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Role Title</b>	<b>Customer Relations Coordinator</b>
<b>Internal Reference</b>	ODC-0520
<b>Business Unit / Group Function</b>	ODC
<b>BU Team / Sub-Function</b>	Supply Chain
<b>Location</b>	Hamburg;New Jersey;Richmond;Paris;Seoul;Sydney
<b>Team Leader Role</b>	Customer Service Manager & Logistics Manager; Supply Chain Manager
<b>Role Level</b>	5
<b>Team Members</b>	No
<b>Role Purpose</b>  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.	
<b>Accountabilities</b> <ul style="list-style-type: none"><li>• Develop and maintain strong working relationships with key customers/distributors in order to manage all order to delivery activity</li><li>• Support the customer/distributors interface between Commercial and Customer Supply Chain teams</li><li>• Prepare the receipt and administration of customer orders to the minimum agreed accuracy of 99.5%</li><li>• Process customer orders, managing from placement through to delivery as well as possible discrepancies</li><li>• Work with customer base to drive order and delivery efficiency utilising cost to serve practices.</li><li>• Prepare the co-ordination of deliveries to customers to the minimum agreed service level</li><li>• Manage demand to allocated/restricted forecast using available customer stockholding data</li><li>• Provide customers with accurate product information</li><li>• Help to resolve customer supply chain issues and complaints, in conjunction with Commercial / appropriate teams</li><li>• Act as intermediary between customer and the company during resolution of compliant</li></ul>	