



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Role Title</b>	Customer Relations Coordinator
<b>Business Unit / Group Function</b>	ODC BU
<b>BU Team / Sub-Function</b>	Supply Chain
<b>Location</b>	Edison, NJ
<b>Team Leader Role</b>	Customer Service & Bailment Manager
<b>Role Level</b>	5
<b>Team Members</b>	No
<b>Role Purpose</b> Will provide superior customer service by developing and building strong working relationships with key customers in market, to effectively manage all demand activity. Will function as the customer interface between the Commercial and Operations teams.	
<b>Accountabilities</b> <ul style="list-style-type: none"><li>• Timely and accurate processing of sales orders in IFS; ensure adherence with product lead times, allocation phasing, and established pricing guidelines.</li><li>• Exhibit expert knowledge of our supply position by ensuring that demand aligns with supply at the time of order entry.</li><li>• Manage and control sales orders and shipments from 3rd party warehouse; process billing and credits as needed.</li><li>• Liaise with Customers and Operations team in resolution of customer complaints.</li><li>• Manage allocations and New Product Development (NPD) to agreed supply levels.</li><li>• Coordinate and manage demand by working cross functionally with the Commercial &amp; Sales Team to ensure high levels of Distributor Engagement and minimize OOS risks.</li><li>• Assist Customer Service Manager with data entry and analysis of brand allocations.</li><li>• Conduct customer surveys, analyze results and conclude on key action points</li></ul>	
<b>Skills and Qualifications:</b>  Essential: <ul style="list-style-type: none"><li>• Comprehensive understanding of customer service processes and procedures gained in a manufacturing environment; 3+ years' experience required</li><li>• Experience in Forecast management</li><li>• Understanding of inventory control</li><li>• Knowledge of MS Office</li><li>• Experience working within a fast moving dynamic organization</li><li>• Excellent time management and problem solving skills</li><li>• Ability to work independently and in a team environment</li><li>• Effective team player with good interpersonal skills</li><li>• Excellent communications skills (verbal &amp; written)</li><li>• Ability to handle pressure, meet deadlines, and use own initiative</li></ul> Desirable: <ul style="list-style-type: none"><li>• Previous experience in the beverage/spirits industry</li></ul>	



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- Knowledge of Import orders, shipping terms and documentation requirements
- Expertise in hosting meetings with key stakeholders/customers on order management