



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Customer Service Coordinator
Internal Reference	OBU-0077
Business Unit / Group Function	OBU
BU Team / Sub-Function	Supply Chain
Location	SBP
Team Leader Role	Customer Service & Demand Management Team Leader
Role Level	4B
Team Members	No
Role Purpose	
Provide best in class customer service which includes organising, co-ordinating & managing total demand to support the delivery of the Commercial and Operational goals whilst meeting customer expectations	
Accountabilities	
<ul style="list-style-type: none">• Process sales orders from order placement to despatch and invoice, ensuring compliance with commercially agreed terms of sale, recording on ERP system, and acknowledging to customer within the agreed SLA.• Build strong relationships with customers, providing the best service experience at every opportunity through timely responsiveness, courteousness and proactive problem solving and addressing feedback from the customer survey process.• Support allocated and consignment stock levels as per market requirements whilst minimising excess and slow-moving stock in line with agreed targets and turns• Manage service reports to support service improvement initiatives• Manage shipments with Freight Forwarder, ensuring delivery to customer on time in full ensuring full compliance with HMRC• Support and manage new product introduction in line with Commercial and Marketing requirements and SKU creation rules while minimising excess and obsolete stock.• Develop and maintain professional and productive relationships with customers, third party distributors & Owned Distribution companies, participate in any monthly demand review meetings.• Manage any customer complaints and market returns in line with standard process and ensuring full compliance.• Support commercial in any distributor changes, adhering to business guidelines.	