



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Customer Relations Coordinator
Internal Reference	ODC-0520
Business Unit / Group Function	ODC
BU Team / Sub-Function	Supply Chain
Location	Edison, NJ
Team Leader Role	Customer Service Manager & Logistics Manager; Supply Chain Manager
Role Level	5
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	
<ul style="list-style-type: none">• 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 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	