



Job Title	Customer Relations Team Leader
Business Unit	QSI
Function/Region	QSI
Location	Phoenix House, Bellshill
Leader	Head of Supply Chain, QSI
People Leadership	4 x Customer Relations Coordinators
Job Level	4A
Role Purpose	
To manage, lead and coach QSI Customer Relations team to deliver excellent customer service by managing all demand activity to meet and exceed customer expectations	
Accountabilities	
<ul style="list-style-type: none">• Represent QSI and William Grant & Sons in a positive and professional manner at all times• Contribute to and implement the Supply Chain strategy in line with the Company and Business Unit objectives, ensuring consistency across Customer Relations• Lead, recruit, develop and manage Customer Relations Coordinators in line with the Company Performance Management process and Company values ensuring annual objectives are set and tracked quarterly and employee engagement is maximised• Create and manage positive relationships with Global Commercial Teams to help support commercial and brand strategic direction.• Develop and maintain strong working relationships with key customers and distributors and be the interface between Commercial and Operations Teams.• Build, lead and improve the day to day processes of an International Customer Service Team, ensuring that service delivery targets (OTIF) and customer commitments are met• Help define and improve the Customer relations escalation and communication paths among various departments (operations, production planning, material control , NPD) as the key owner of customer satisfaction• Ensure that customer communications are timely and complete, building proactive communications into daily processes.	

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