

<b>Job Title</b>	<b>Customer Service Manager</b>
<b>Business Unit</b>	ODC
<b>Function/Region</b>	Supply Chain
<b>Location</b>	Edison, NJ
<b>Leader</b>	Supply Chain Director
<b>People Leadership</b>	Yes
<b>Job Level</b>	4A
<b>Role Purpose</b> To ensure the needs of all customers, (both internal & external) are met through preeminent leadership of the customer service team by surpassing high levels of customer service standards to exceed expectations and captivate customer's satisfaction.	
<b>Accountabilities</b> <ul style="list-style-type: none"> <li>• Positively partner with Commercial teams and Distributor/Broker partners in managing demand to agreed business targets</li> <li>• Communicate effectively on all steps in the order management process to ensure customer alignment on order status, from receipt to on time in full delivery</li> <li>• Proactively control demand to allocated levels while seeking opportunities to positively support market needs and increase business revenue</li> <li>• Maintain a flexible and adaptable approach in determining the best supply route in event of supply challenges to minimise out of stock risks</li> <li>• Manage and control the complexity of supply replenishment to 18 control states, developing a professional relationship with LCC key contacts to quickly resolve any challenges with answers the state can provide quickly.</li> <li>• Engage with NRM on pending price strategies to minimize delays in effectively expediting billings or orders</li> <li>• Expand participation in Distributor Meetings and Control State conferences (such as NABCA) and utilize/take advantage of any technological advances, training offered to drive future service strategies</li> <li>• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&amp;S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy</li> </ul>	
<b>Skills and Qualifications:</b>  <u>Essential:</u> <ul style="list-style-type: none"> <li>• Comprehensive understanding of Customer Service and Supply Chain processes</li> <li>• Previous experience working within a FMCG environment with at least 5 years' leadership experience working in a Customer Service and/or Supply Chain function</li> <li>• Proven people management skills; ability to drive team performance and development</li> <li>• Knowledge of PC applications and ERP systems</li> <li>• A positive attitude with a customer centric approach to effectively partner with internal and external customers to achieve results for both businesses</li> <li>• Ability to maintain a positive vision yet able to challenge the status quo and the passion to drive the strategy</li> </ul>	

Desirable:

- Bachelor's Degree is strongly preferred
- Understanding of forecasting and demand management in a fast moving dynamic organization.
- Financial awareness of controlling budgets, shipping costs, and recovery practices and processes
- Knowledge of distribution and shipping terms and documentation requirements