



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Customer Relations Co-ordinator
Internal Reference	OBU-0077
Business Unit / Group Function	OBU
BU Team / Sub-Function	Supply Chain
Location	SBP;Singapore
Team Leader Role	Customer Relations Team Leader; 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">• Support commercial team in all distributor changes, adhering to business guidelines.• Understand and analyse trends and seasonal profile for key markets, to support and advise the commercial teams where there is evidence that the demand plan may require revision.• Process sales orders daily, ensuring compliance with commercially agreed terms of sale, recording on ERP system, and acknowledging to customer within the agreed SLA.• Manage all shipments and cost per case to market from preparation of documents to booking with Freight Forwarder, ensuring delivery to customer on time in full in excess of the agreed target and HMRC compliance.• Ensure all documentation is prepared accurately and in a timely manner and delivered to customer in line with customs clearance requirements.• Minimise excess and slow-moving stock in line with agreed targets and turns.• Support and manage new product introduction in line with Commercial and Marketing requirements and Business SKU creation rules while minimising excess and obsolete stock.• Develop and maintain professional and productive relationships with third parties & ODC's.• Develop professional and productive relationships across all key stakeholders to support operational performance and ensure that accurate and relevant information is shared in a timely manner.• Attend monthly SLA & S&OP meetings with key distributors / ODC markets, providing up to date market and customer insight.• Maintain a proper process framework and detailed process documentation with the appropriate governance structure.• Work collaboratively with peers and colleagues and apply learnings from identified training and development activities required to perform in role.• Develop a strong understanding of the supply chain requirements for customers, 3rd party distributors and Owned Distribution Companies.• Contribute appropriately to identify areas for improvement - facilitating cross collaboration with key customers to develop service improvement initiatives.	
Created by:	John Shields



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