



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Customer Service Coordinator
Internal Reference	ODC-0477
Business Unit / Group Function	ODC
BU Team / Sub-Function	Supply Chain
Location	Hook
Team Leader Role	Customer Service Manager
Role Level	5
Team Members	No
Role Purpose	
To ensure excellent customer service to internal and external customers to support the effective operation of the supply chain.	
Accountabilities	
<ul style="list-style-type: none">• Develop and maintain strong working relationships with key customers in order to manage all demand activity.• Be the customer interface between the UK Commercial and Customer Supply Chain teams.• Responsibility for 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.• Responsibility for the co-ordination of deliveries to customers to the minimum agreed service level of 98%• Manage demand to allocated/restricted forecast using customer stockholding data• Responsibility for providing customers with accurate information –product information, local stockists• Work to resolve customer supply chain issues and complaints, in conjunction with Commercial Teams• Communicate product information to Accounts and utilise opportunities to up-weight sales as required.• Work to resolve customer supply issues and complaints	
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