

ROLE PROFILE

Job Title	Customer Relations Co-ordinator				
Business Unit	ODC BU – WG&S Korea				
Function/Region	Supply Chain				
Location	Korea				
Leader	Supply Chain Manager				
People Leadership	N/A				
Job Level	5				
Role Purpose					
<p>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. Needs to be delivered locally within a global framework.</p>					
Accountabilities					
<ul style="list-style-type: none"> • Build strong relationships with customers, providing the best service experience at every opportunity through timely responsiveness, courteousness and proactive problem solving and addressing feedback from the customer survey process • Process sales orders daily, ensuring key customer attributes are met in line with commercially agreed terms of sale, enter onto ERP system and acknowledge to customer within 24hrs of receipt • Support strategic, allocated and consignment stock levels as per market requirements whilst minimising excess and slow-moving stock in line with agreed targets and turns • Ensure documents are prepared accurately and in a timely manner, delivered to customer in line with NTS requirement • Manage daily sales report & weekly service reports to support service improvement initiatives • Support and manage new product introduction in line with Commercial and Marketing requirements and Business SKU creation rules while minimising excess and obsolete stock 					
Values					
 <p>BE PROUD We are proud of our brands, our heritage, and our commitment to superior quality in our products</p>	 <p>BE RESPONSIBLE We expect every individual and their teams to be accountable and to perform to their full potential</p>	 <p>BE SUSTAINABLE We wish to make a positive contribution to our communities and to our environment</p>	 <p>BE PROFESSIONAL We value integrity, transparency, professionalism and constructive debate within a team working culture</p>	 <p>BE ENTREPRENEURIAL We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement</p>	 <p>THINK LONG TERM We are proud of our brands, our heritage, and our commitment to superior quality in our products</p>

Core Competencies:

Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others, and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

Relating and Networking

- Writes clearly, succinctly, and correctly
- Writes convincingly in an engaging and expressive manner
- Avoids the unnecessary use of jargon or complicated language
- Writes in a well-structured and logical way
- Structures information to meet the needs and understanding of the intended audience

Learning and Researching

- Rapidly learns new tasks and quickly commits information to memory
- Gathers comprehensive information to support decision making
- Demonstrates a rapid understanding of newly presented information
- Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback)
- Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation)

Delivering Results and Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical, and orderly way
- Consistently achieves project goals

Formulating Strategies and Concepts

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules
- Arrives punctually for work and meetings
- Demonstrates commitment to the organisation
- Complies with legal obligations and safety requirements of the role

Coping with Pressures and Setbacks

- Works productively in a high-pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

Skills and Qualifications:Essential:

- Comprehensive understanding of Supply Chain procedures and processes gained in a manufacturing environment or equivalent experience
- Experience of modern ERP system including understanding of basic finance functions
- Competency in Microsoft applications (Excel & Word)
- Excellent communication skills
- Educated to degree level or have proven industry track record to similar level.

Desirable:

- Logistic/SCM qualification preferable
- Excellent communication and interpersonal skills (verbal & written)
- Calm under pressure with the ability to see the big picture and still work under pressure
- Analytical Problem Solver
- An ability to learn what works and instigate new ways of process improvement where appropriate
- Keen eye for data accuracy and integrity
- Confident to use own initiative
- Ability to handle pressure & meet deadlines

Created by:	Jay Song
Date:	11 July 2022
HRBP:	Angela Corbett
Date of last revision:	