



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Customer Service Coordinator
Internal Reference	OBU-0077
Business Unit / Group Function	OBU
BU Team / Sub-Function	Supply Chain
Location	SBP
Team Leader Role	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	
• Process sales orders from order placement to despatch and invoice, ensuring compliance with commercially agreed terms of sale, recording on ERP system, and acknowledging to customer within the agreed SLA. • 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. • Support allocated and consignment stock levels as per market requirements whilst minimising excess and slow-moving stock in line with agreed targets and turns • Manage service reports to support service improvement initiatives • Manage shipments with Freight Forwarder, ensuring delivery to customer on time in full ensuring full compliance with HMRC • Support and manage new product introduction in line with Commercial and Marketing requirements and SKU creation rules while minimising excess and obsolete stock. • Develop and maintain professional and productive relationships with customers, third party distributors & Owned Distribution companies, participate in any monthly demand review meetings. • Manage any customer complaints and market returns in line with standard process and ensuring full compliance. • Support commercial in any distributor changes, adhering to business guidelines.	