

Job Title	Customer Relations Coordinator
Business Unit	US ODC
Function/Region	Supply Chain
Location	Edison, NJ
Leader	Customer Service Manager
People Leadership	N/A
Job Level	5
Role Purpose	
To provide excellent customer service by managing all demand activity to meet and exceed customer expectations.	
Accountabilities	
<ul style="list-style-type: none"> • Develop and build strong working relationships with key Customers in market in to order to manage all demand activity and be the customer interface between the Commercial and Operations Teams • Processing sales orders into IFS in adherence with product lead times to achieve customer service reliability of > 98% • Manage customer forecast process from point of issue through input into IFS with analysis to Budget/LE. Coordinate and manage demand levels with Commercial & Marketing Teams • Manage bailment locations and control inventory from replenishment to depletion ensuring relevant targets on levels and turns are achieved • Manage and control sales orders and shipments from 3rd party warehouses ensuring 98% on time in full • Liaise with Customers and Operations team in resolution of customer complaints • Minimize excess and slow moving stock in Edison, bailment states, 3rd party warehouses and markets • Manage allocated and control brands to agreed supply levels • Control and manage NPD & NBD into the Supply Chain • Conduct customer surveys, analyze results and conclude on key action points 	