

ROLE PROFILE

Job Title	Customer Relations Coordinator
Business Unit	WG&S Australia
Function/Region	Australia
Location	Sydney
Leader	Supply Chain Manager
People Leadership	N/A
Job Level	5
Role Purpose	
To deliver of the highest levels of customer service from William Grant & Sons through effective order processing, ensuring delivery on time where possible and efficient resolution of any stock or payment issues.	
Accountabilities	
<ul style="list-style-type: none">• Responsibility for the order to pay cycle for customers including effective resolution of any issues that will impact the customers' perception of WG&S Australia• Partnering with the Company Freight account champions to prioritise positive customer outcomes including dispatching stock on time, processing returns and investigating any stock discrepancies on a regular basis• Actively manage the claims register ensuring that claims are both regularly processed and reported on to the wider team• Manage the reduction of SLOBS (slow moving and obsolete stock), Duty Paid and Company Owned Stock holdings to reduce working capital• Manage accurate weekly settlement submissions to our Customs Broker• Participate in audit and stocktake activities as required and ensure completion to a high standard• Be active and engaged members of the team ensuring high levels of compliance and completion for any team meetings• Develop strong product knowledge to enable service to customer and internal communication	

Values



BE PROUD
We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE
We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE
We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL
We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM
We are proud of our brands, our heritage, and our commitment to superior quality in our products

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

- Establishes good relationships with customers and staff
- Builds wide and effective networks of contacts inside and outside the organisation
- Relates well to people at all levels
- Manages conflict
- Uses humour appropriately to enhance relationships with others

Planning and Organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Identifies and organises resources needed to accomplish tasks
- Manages time effectively
- Monitors performance against deadlines and milestones

Delivering Results & 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

Adapting and Responding to Change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards cultural and religious differences.
- Deals with ambiguity, making positive use of the opportunities it presents

Following Instructions and Procedures

- 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

Skills and Qualifications:Essential:

- Knowledge and understanding of customer service and the impact the role has on customers
- Systems knowledge and experience, particularly experience with ERP systems and Excel.
- Excellent written and verbal communication skills
- Attention to detail

Desirable:

- Experience in the FMCG industry
- Self-motivated & a problem-solving mindset
- Keen to go the 'extra mile' to achieve positive outcomes for customers.
- Supply chain knowledge

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