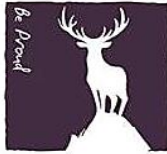




Job Title	Customer Relations Coordinator										
Job Level	5										
Location	Singapore										
Business Unit	Supply Chain										
Function	Supply Chain										
Leader	Cliff Choo										
People Leadership	Nil										
Role Purpose To ensure excellent customer service to internal and external customers to support the effective operation of the supply chain.											
Job Overview This is a 3-months contract role that aims to 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.											
Responsibilities <ul style="list-style-type: none">▪ Process sales orders daily, ensuring key customer attributes are met in line with commercially agreed terms of sale, enter onto ERP system. Ensure documents are prepared accurately and in a timely manner, delivered to customer in line with customs clearance requirements.▪ Build strong relationships with internal and external customers, providing the best service experience at every opportunity through timely responsiveness, courteousness and proactive problem solving.▪ Support commercial in any distributor changes, adhering to business guidelines.▪ Strong partnership and collaboration with 3rd party logistics provider and global freight forwarding partners to ensure on time delivery in full.▪ Ensure the proper maintenance and good recording system of documents and processes.▪ Other supply chain & Logistics duties/project/ad hoc tasks as assigned from time to time.											
Key Performance Metrics: <i>Include the top 3 KPIs for the role (without reference to any commercial or confidential information or particular targets)</i>											
<table><tr><th>KPI</th><th>Description</th></tr><tr><td>1. Our Brands</td><td>Continue seeking improvement to ensure SC KPIs are met and cost savings.</td></tr><tr><td>2. Building Foundations in SC</td><td>Focus on building Supply Chain capability and process improvements to deliver the growth of the business, while supporting delivery of key metrics.</td></tr><tr><td>3. Supporting Business Transformation</td><td>Supporting key business initiatives by providing full support to the team and organization.</td></tr><tr><td>4. People: Build capability</td><td>Ensure the Supply Chain team are seen as key influencers and credible partners within the organisation</td></tr></table>		KPI	Description	1. Our Brands	Continue seeking improvement to ensure SC KPIs are met and cost savings.	2. Building Foundations in SC	Focus on building Supply Chain capability and process improvements to deliver the growth of the business, while supporting delivery of key metrics.	3. Supporting Business Transformation	Supporting key business initiatives by providing full support to the team and organization.	4. People: Build capability	Ensure the Supply Chain team are seen as key influencers and credible partners within the organisation
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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

Formulating strategies and Concepts

- Appropriately follows instruction from others without unnecessarily challenging authority
- Follow procedures and policies
- Keep to schedule: arrives punctually for work and meetings
- Demonstrates commitment to the organization complies with legal obligations and safety requirements of the roles.

Planning and Organising

- Set 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 milestone

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 systematics, methodical and orderly way
- Consistently achieves project goals

Coping with pressure & Setbacks

Works productively in a pressurised environment

- Keep emotions under controls during difficult situations
- Balances the demands of a work life and a personal life
- Maintains a positons outlook at work
- Handles criticism/constructive feedback well and learns from it

Deciding & Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative and acts with confidence
- Initiates and generates activity

Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

Skills, Qualifications and Experience :

- Diploma / Degree level education or equivalent experience handling purchase orders, customers' orders, import and export shipment and international trade.
- Good understanding of Supply Chain procedures and processes gained in a manufacturing environment or equivalent experience.



- Proactive and self-motivated with proven ability to work independently in a fast paced, agile environment.
- Excellent interpersonal/stakeholder management skills with strong problem-solving mindset and drive for operational efficiency.
- Fair understanding on the incoterms and trade compliance experience.
- Good knowledge of Microsoft Office applications.

Created by:	Cliff Choo
Date:	April 2021
HRBP:	Michelle McAree
Date of last revision:	April 2021