







Job Title	Customer Relations Coordinator
Business Unit	ODC BU
Function/Region	Supply Chain
Location	Edison, NJ
Leader	Customer Service Manager
People Leadership	No
Job Level	5
Role Purpose Will provide superior customer service by developing and building strong working relationships with key customers in market, to effectively manage all demand activity. Will function as the customer interface between the Commercial and Operations teams.	
Responsibilities <ul style="list-style-type: none"> • Timely and accurate processing of sales orders in IFS; ensure adherence with product lead times, allocation phasing, and established pricing guidelines. • Exhibit expert knowledge of our supply position by ensuring that demand aligns with supply at the time of order entry. • Manage and control sales orders and shipments from 3rd party warehouse; process billing and credits as needed. • Liaise with Customers and Operations team in resolution of customer complaints. • Manage allocations and New Product Development (NPD) to agreed supply levels. • Coordinate and manage demand by working cross functionally with the Commercial & Sales Team to ensure high levels of Distributor Engagement and minimize OOS risks. • Assist Customer Service Manager with data entry and analysis of brand allocations. • Conduct customer surveys, analyze results and conclude on key action points 	
<div> <div>  <p>BE PROUD We are proud of our brands, our heritage, and our commitment to superior quality in our products</p> </div> <div>  <p>BE RESPONSIBLE We expect every individual and their teams to be accountable and to perform to their full potential</p> </div> <div>  <p>BE SUSTAINABLE We wish to make a positive contribution to our communities and to our environment</p> </div> <div>  <p>BE PROFESSIONAL We value integrity, transparency, professionalism and constructive debate within a team working culture</p> </div> <div>  <p>BE ENTREPRENEURIAL We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement</p> </div> <div>  <p>THINK LONG TERM We are proud of our brands, our heritage, and our commitment to superior quality in our products</p> </div> </div>	
VALUES	

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

Writing & Reporting

- 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 commits information to memory quickly
- Demonstrates a rapid understanding of newly presented information
- Gathers comprehensive information to support decision making
- 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 & 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.

Following Instructions & 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.

Coping with Pressures & Setbacks

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

Skills and Qualifications:

Essential:

- Comprehensive understanding of customer service processes and procedures gained in a manufacturing environment; 3+ years' experience required
- Experience in Forecast management
- Understanding of inventory control
- Knowledge of MS Office
- Experience working within a fast moving dynamic organization
- Excellent time management and problem solving skills

- Ability to work independently and in a team environment
- Effective team player with good interpersonal skills
- Excellent communications skills (verbal & written)
- Ability to handle pressure, meet deadlines, and use own initiative

Desirable:

- Previous experience in the beverage/spirits industry
- Knowledge of Import orders, shipping terms and documentation requirements
- Expertise in hosting meetings with key stakeholders/customers on order management