



Job Title	CUSTOMER RELATIONS CO-ORDINATOR								
Job Level	4b								
Location	SBP								
Business Unit	GP & SC								
Function	SC								
Leader	Customer Relations Team Leader								
People Leadership	N/A								
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									
Responsibilities <ul style="list-style-type: none">• 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• Process sales orders daily, ensuring key customer attributes are met in line with commercially agreed terms of sale, enter onto ERP system and acknowledge to customer within 24hrs of receipt• Attend monthly Integrated Business Planning Process (IBP) meetings providing up to date market knowledge.• Support strategic, allocated and consignment stock levels as per market requirements whilst minimising excess and slow moving stock in line with agreed targets and turns• Manage all shipments and cost per case to market from preparation of documents to booking with Freight Forwarder and ensuring delivery to customer on time in full in excess of 99%• Manage all shipments in line with HMRC compliance• Ensure documents are prepared accurately and in a timely manner, delivered to customer in line with customs clearance requirements• Manage daily service reports to support service improvement initiatives• Support and manage new product introduction in line with Commercial and Marketing requirements and Business SKU creation rules while minimising excess and obsolete stock• Support commercial in any distributor changes, adhering to business guidelines.									
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. OTIF (On time in full)</td><td>Measures all orders and respective shipments delivering on time and in full to customers requirements. Root cause analysis should be carried out on any failures and corrective action put in place.</td></tr><tr><td>2. Overdues</td><td>Measures if the stock was available to despatch to customer when required, any failures require to be investigated and if possible corrective action put in place</td></tr><tr><td>3. Cost per case</td><td>Monitor cost per case per month – specifically around distribution costs per case, ensuring maximum payloads and system set up to align costs.</td></tr></table>		KPI	Description	1. OTIF (On time in full)	Measures all orders and respective shipments delivering on time and in full to customers requirements. Root cause analysis should be carried out on any failures and corrective action put in place.	2. Overdues	Measures if the stock was available to despatch to customer when required, any failures require to be investigated and if possible corrective action put in place	3. Cost per case	Monitor cost per case per month – specifically around distribution costs per case, ensuring maximum payloads and system set up to align costs.
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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:

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

Delivering Results and 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

Writing and 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

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

Learning and Researching

- Rapidly learns new tasks and quickly commits information to memory
- Gathers comprehensive information to support decision making
- Demonstrates a rapid understanding of newly presented information
- 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)

Coping with Pressures and Setbacks

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

Skills and Qualifications:

Essential:

- Comprehensive understanding of Supply Chain procedures and processes gained in a manufacturing environment or equivalent experience
- Competency in Microsoft applications (Excel & Word)
- Fluency in Foreign language(s) as required

Desirable:

- IFS/SAP/MRP systems experience desirable



- Knowledge and understanding of HMRC and legislative requirements and duty paid implications
- Knowledge and understanding of distribution procedures and documentation requirements.
- Educated to degree level or have proven industry track record to similar level.

Created by:	Martine Graham
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HRBP:	Fiona Campbell
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