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| **Customer Service Representative** |

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| **Reporting to**  | Primary Customer Service Manager |
| **Business Unit** | Central Ops GB  |
| **Department**  | Manufacturing  |
| **Job Grade (if applicable)** |  |
| **Location**  | Wellpark |
| **Travel Requirements (if applicable)** | No travel requirements |

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| **Role Summary**  |
| Fast paced customer service role with responsibility for liaising with primary and wholesale customers, providing product and service information to ensure prompt resolution of any inquires or issues. |

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| **Key Accountabilities**  |
| * Processing new orders and order amendments received from EDI and email
* Collecting service level information and reporting same on a daily basis, ensuring communication of issues impacting customers in a timely matter
* Prepare and process customer ullage and uplift requests, co-ordinating with the relevant areas to ensure timely completion
* Help customers to reach resolution of issues and work with wider team to identify root cause of recurring issues
* provide daily service level reporting, working with relevant areas to identify root cause
* Tracking and monitoring EDI orders to ensure order fulfilment
* Process and amend customer orders received via email working closely with colleagues to ensure order fulfilment.
* Managing a busy inbound customer service mailbox in a timely manner
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| **Key Stakeholders** |
| **Internal-** Planning, Commercial Teams, Logistics and Inventory,  |
| **External -** Key customers, 3PLs |

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| **Skills** |
| * Organisation and attention to detail
* Effective time management
* Professional and friendly telephone manner
* Professional and accurate communicator via email
* Ability to work to deadlines and manage own time effectively
* Ability to follow and adhere to established processes and procedures
* Customer orientation and able to adapt to different personalities
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| **Experience and Qualifications** |
| * Experience in a fast paced customer services role
* Administration experience
* Proficient in use of IT systems, particularly Excel and Outlook
* Excellent problem solving skills
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| **Values**  |
| **Tenacious*** Never gives up
* Demonstrates a positive, can do attitude
* Is passionate, enthusiastic and engaging
 | **Trusted*** Delivers what is promised
* Keeps the customer at the heart of decision making
* Is personally accountable for decisions and actions
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| **Tempted*** Pushes the boundaries to enhance personal and business performance
* Demonstrates entrepreneurial thinking to maximise commercial opportunities
* Takes calculated risks and acts with pace to deliver
 | **True*** Delivers for the good of the business as a whole
* Builds strong relationships based on mutual respect
* Play your part to ensure we work together as one team
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