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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 |
| **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 |