**Role Description & Person Profile**

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| **Job Title** | Customer Service Representative |
| **Business** | Germains Seed Technology |
| **Location** | Aalten |
| **Job Level** | Mid-career |
| **Team Structure**  Reports to and direct reports | Reports to EU Customer Service Manager / no direct reports |

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| **Role Overview**  Impact Statement | As a Customer Service Representative, you are the link between the (international) customers and various internal departments of Germains. You manage your own customer portfolio, build a strong relationship with your external and internal customers and gather information and knowledge so that you can serve and advise your customers optimally. The line of communication with the Account Manager is short and you identify any bottlenecks at an early stage.  As a customer services representative you connect with customers, suppliers and colleagues in a customer-oriented manner. You are responsible for your own orders, look for solutions and/or answers and keep your customer informed about the state of affairs. During your conversations, you will be able to see opportunities and work on them. You ensure that the flow of orders is optimal and that any bottlenecks around delivery times are resolved. In this way, you are also able to understand the forecast of both the customer and the site. Which will enable you to advise your customers and your colleagues. You report and are accountable to the Customer Service Manager. |
| **Key Responsibilities** | * Handling incoming orders, in order to achieve a timely and correct delivery of orders to customers, including; * Checking, correct interpretation, completing and entering order data into the system for further order processing. As well as looking for and offering alternatives, if orders cannot be processed in accordance with the customer's wishes. If necessary, in consultation with other stakeholders, giving advice in response to the result of preliminary, interim and final investigations. * Monitoring order processing on the basis of overviews, communicating to internal and external customers about progress, stagnation, signaling (possible/imminent) deviations to the head of department and making proposals to prevent order stagnation. * Keeping track of customer data regarding the stock of seeds of customers on location and communicating about this with the customer. * Ability to take over tasks from colleague's based at other sites​. * Leading appointments with customers on a regular basis (teams or phone) for feedback and discussing forecast vs actuals​. * Periodic (sales) calls and act on up selling possibilities​. * Supporting your colleagues in the field (Kam).​​ * Align customer expectations, short term forecast, phasing, delivery dates etc. as input to demand planning process and linkage to long term forecast.​ * Keeping product knowledge up to date, be able to advise customers on available products. * Monitoring order process and be proactive in indicating possible improvements in a process. * Monitoring customer satisfaction and discuss delivery periodically.​ * Thinking along about improving turnover and customer satisfaction. |
| **Key Stakeholders** | * Customers * Sales * Production leaders * Planning * QA * Finance |
| **Other Factors**  Travel, shift pattern, working hours, Licence type etc. | Working hours Monday to Friday 08.30-17.00 hours  Incidentally traveling to other sites in UK or ES |

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| **Required experience, qualifications, and necessary knowledge** | |
| **Essential** | **Desirable** |
| * a higher professional education level (HBO) in terms of work and thinking * available full-time (38 hours) * excellent communication skills * good command of Dutch and English both spoken and written | * experience in a commercial and customer-oriented role * Good command of Germain and or Spanish |

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| **Key Behaviours** | * proactive, solution-oriented, and stress-resistant * resilience, authority, and persuasive power * Team worker * Adaptability |
| **AB Agri High Performance Framework** | Our high- performance framework is a set of guiding values which have been created to enable our business to achieve our strategic ambition. The focus is on what you can do to demonstrate high performance in your role, as well as the behavioural inputs to assist you getting there.   * **Responsibly**: We do not comprise on health, safety or quality. We do what we say we will. We care about our impact on people, community and the environment. * **Collaboratively**: We start with trust and respect. We leverage our own strengths and those of others to reach our shared goals. * **Courageously:** We are prepared to challenge and be challenged. We try new things and we push boundaries. We are not afraid to take risks. * **With purpose:** We are clear about what we need to achieve and why. We are passionate about finding ways to deliver it. |