**Role Description & Person Profile**

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| **Role Description** |  |
| **Job title:** | Customer Services Co-ordinator |
| **Reports to:** | Working Team Co-Ordinator |
| **Location:** | Hybrid, travel required as per business needs |
| **Direct & Indirect Reports:** | N/A |
| **Overall Purpose:** | Within this role you will work as part of a Highly skilled Customer Service team. Your responsibilities will include providing a fast paced service to customers within the feed ingredients business KW, Trident and AMUR.  You will work closely as a customer service team to provide both external and internal Customers with high class customer service.  This will be achieved through the interaction with customers/key accounts and the administration of their needs and communication with key suppliers and internal stakeholders. |
| **Key Responsibilities:** | * Establish and build relationships with colleagues and stakeholders across the business delivering seamless service to our customers. * Bring an inquisitive and curious frame of mind to challenge the day to day and identify different approaches to your daily responsibilities. * Deliver the provision of our service to the customer to an excellent standard throughout the customer journey whilst operating within the confines of operational controls. * Collaborate with colleagues both inside and outside of your direct team to help promote quality service to our customer. * Communicate effectively and thoughtfully with both customers and colleagues to influence outcomes and promote growth. * Prioritise your workload effectively * To provide cover or support and always volunteer to assist team members to share workload.   **Customer**   * Be productive and enthusiastic when answering calls supporting the business by resolving queries where possible and maintaining a high level of productivity to me the business SLA’s. * Communicate both verbally and in writing to a high standard to all correspondence, ensuring the delivery of positive outcomes for all involved within agreed timeframes. * Meet customer requirements by providing an excellent service, building meaningful relationships and leaving lasting impressions, while taking ownership of their needs and delivering above and beyond their expectations. * Manage your workload autonomously and take initiative to demonstrate our commitment to our customer through our thoughtful delivery of service. * Respond to complaints in an efficient, and compassionate manner, while managing customer expectations. * Utilise the tools available to you to deliver outstanding service and accurately record requirements to pre-emptively react to customer needs. * Identify innovation and bring positive change to the business * Administer your work with a methodical and detailed approach to curate accurate information for the business.   **Product**   * Contract entry and amendments completed accurately and adhering to trading controls. * Follow agreed processes, whilst maintaining and improving the way we do things to ensure an effective way of working. This will be through authoring and curating your own process documents. * Build a working knowledge of your aligned products through excellent communication with suppliers and other support functions * Support the business in managing contract balances, consolidating volumes and demonstrate excellent housekeeping. * Plan effectively and liaise with 3rd party suppliers, hauliers and stores. Ensuring that all parties are adequately informed, with any relevant changes communicated. * Confidently make decisions when under pressure to ensure needs are met and minimize impact to the customer.   **Behaviours**   * Eagerly support your colleagues daily and share knowledge through the team * Support your team Co-ordinator by responding positively to requests * Actively seek out feedback from within the business to help drive your career, personal development and performance. * Seek excellence in all that you do * Be curious spirited and bold in your approach to your work * Create ways for our customers and colleagues to thrive * To attend training courses and meetings as required. * We prioritise animal welfare and the safety of our people, partners and customers above all else.   **Stakeholders**   * Develop strong working relationships with external suppliers, hauliers and stores * Create and expand your network to utilise learnings from others to develop yourself * Build strong internal relationships with key internal customers within the Commercial and Operational teams, with a clear focus on achieving business and departmental performance targets. * Work collaboratively with cross functional groups to achieve customer support standards and business results.   **Any other duties considered appropriate for the role as directed by your line manager.** |
| **Budget Responsibility:** |  |

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| **Person Profile/Knowledge**  Experience, any formal qualifications and necessary keys areas of knowledge or experience. | | |
| **Essential** | | **Desirable** |
| * Practical customer service experience with good telephone and customer service skills. * Analytical with good commercial awareness. * Able to communicate at all levels both internally and externally. * Good organisational skills. * Computer literate with excel, word and outlook * A strong desire to succeed and an absolute can do attitude, linking in with AB Agri vision, behaviours & values | | * Current or previous experience of working in the agricultural industry. * An understanding of the fundamental drivers of the UK ruminant industries. * Understanding or experience of Supply chain operations |
| **Other Factors**  Trave, shift pattern, working hours, Licence type etc. | Hybrid role with a requirement to travel to the office according to business needs. | |
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