**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
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| **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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