**Role Description & Person Profile**

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| **Job Title** | **Customer Services Co-ordinator** |
| **Reports to** | UK & Interantional Customer Services &Planning Manager |
| **Business** | Premier Nutrition |
| **Location** | Rugeley |
| **Direct & Indirect Reports** | N/A |
| **Budget Responsibility** | Supply Chain |

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| **Role Overview**  Impact Statement | We are thrilled to offer an exciting opportunity for a dynamic individual to join our Customer Services team. As a Customer Service Coordinator, you will be the initial point of contact for our customers, delivering top-tier customer service to ensure satisfaction every time. You will manage and coordinate customer orders and inquiries, collaborating closely with the Supply Chain, Nutritionists, and Commercial teams. This role requires excellent communication skills, resilience, adaptability to change, and the ability to provide exceptional customer service in alignment with our business strategy and values. |
| **Key Responsibilities** | * Manage the end-to-end process for customer orders, from input to delivery and invoicing. * Liaise with Technical to resolve issues related to missing pricing, products on hold, or sales stops. * Coordinate with Credit Control regarding accounts that have exceeded their credit limits or are on hold. * Reduce returns and rejections by ensuring accuracy in the first instance, monitored through monthly credit reports. * Develop strong relationships with both internal and external stakeholders. * Attend monthly species meetings to highlight any issues or successes for the month. * Handle urgent/animal welfare orders promptly and effectively, working closely with Nutritionists and the Planning team. * Build strong relationships with hauliers to ensure a seamless delivery process. * Monitor order dispatch through delivery manifests issued by the Planning team. * Review period-end reports in collaboration with Finance to ensure all orders are invoiced within the correct period. Highlight any orders not invoiced due to missing delivery notes from loaders or POD from hauliers |
| **Key Stakeholders** | * Customers * Commercial Nutritionists and Account Managers * Finance team * Planning and Production teams * Hauliers * Internal -Technical/Quality/Production/IS/Purchasing/Finance |
| **Other Factors**  Travel, shift pattern, working hours, Licence type etc. | * Working hours – Monday to Friday 08:30 – 17:00 * Full clean driving licence * Able to work at Rugeley & Fradley sites |

**Person Profile**

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| **Required experience, qualifications, and necessary knowledge** | |
| **Essential** | **Desirable** |
| * Strong Customer Service Experience * Forward thinking and highly motivated * Ability to build strong relationships * Proficient in Microsoft office packages * Resilient and adaptable to change | * Understanding of the Agri industry/animal nutrition |

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| **Key Behaviours** | * Demonstrates confidence and the ability to build strong relationships. * Maintains a high level of accuracy and attention to detail. * Exhibits excellent communication skills, both written and verbal. * Highly numerate, with experience in handling financial records and business systems. * Capable of working well under pressure and prioritizing workload effectively. * Performs well in a demanding, customer-focused environment. * Successfully interacts across diverse cultures. * Possesses good judgment and decision-making skills. * Able to work independently and take initiative. * Well-organized and confident in business administration tasks. * Eager to learn, improve, and adapt. |
| **AB Agri High Performing Framework** | Our high-performance framework is a set of guiding behaviours which have been created with people from across our businesses to enable great performance across the organisation. 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.   * Pioneering – Curious, spirited and bold. We lead the right way. * Excellence – We seek excellence in all that we do. * Growth – We create ways for our people and customers to thrive. That’s how we keep making a difference. |