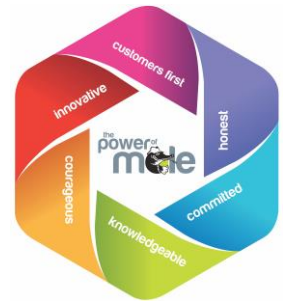


Customer Service Coordinator



Role Description:

Reporting to the Site Operations Manager you will work with the team to ensure that our customer orders are processed in a timely and accurate manner, and that corporate standards are maintained. You will ensure consistent delivery of service excellence to customers and colleagues across the Feed Solutions business.

Your Responsibilities:

- Working with Transport Planning team to ensure we are meeting the expectations of the customers, by ensuring the orders placed on the warehouse can be achieved on time
- Working closely with the Transport Planners, sending documents to the haulers and if required working with them on deliveries
- Booking in work orders and purchase orders, keeping stores up to date on current order status, what they can expect to receive and an estimated time of arrival. You will also advise what is not coming and clearing down the orders
- You'll work closely with the Inventory Controller and other operation support staff to ensure we have accurate stocks in the warehouse. This will include supporting with setting and maintaining the stock coverage required
- Helping the Inventory Controller when required on day-to-day tasks around stock
- Monitor incoming calls and emails, to ensure that orders and queries are processed in a timely manner
- Ensure that incoming orders are processed in a professional manner, in accordance with agreed processes, and in line with company objectives. This includes making sure orders are ready for the desired lead time. You will communicate with the Field Sales team to agree order lead times
- Maintaining, and updating a library of standard operating procedures covering the general functions carried out by the team
- Working with the team to resolve queries and issues in a proactive and timely manner
- Assisting with the induction and training of new Customer Service team members, understanding, and raising any training needs within the team
- Support training and development of colleagues from other areas of the business
- Identify own training and development needs and liaise with line management to facilitate personal development
- Being able to prepare for, and attend, sales and other meetings as and when required
- Taking ownership of new projects or initiatives that drive service levels within the business
- Assisting with the identification of system and process improvements that can enhance efficiency within the Customer Service team, or within other elements of the business



Customer Service Coordinator



Personal Specification:

Requirement
Experience:
Previous experience in a customer facing role, in person or via telephone
Has worked in a collaborative team environment and comfortable in supporting team members
Knowledge/Skills:
Attention to detail
Knowledge of Microsoft Office
Excellent communication skills across functions and hierarchy
Ability to build and maintain effective working relationships
Good organisational skills with ability to work flexibly
A natural desire to help people and providing a great customer service
Personal Attributes:
Commitment of being accountable, dedicated, inclusive, honest, and respectful
Empathetic, understanding the customer and the problem
Ability to work under pressure
Keen to learn and build personal development goals

Behaviours for the role and in line with The Power of Mole:

- **Customers First** – we are always approachable, friendly, and considerate to the needs of our customers
- **Honest** – we have an open way of working and are always respectful of one another
- **Committed** – we exist to serve and protect British agriculture and are committed to those who share our way of life
- **Knowledgeable** – we use our influential voice to create change and support our customers
- **Courageous** – we are passionate and creative people who feel confident to challenge others
- **Innovative** – we work collaboratively as a team to deliver solutions that make a difference

