

JOB DESCRIPTION

Customer Service Representative: Ref – PTPCSR - 02

Job Objective

Our client is part of the Sub Sahara Africa Cluster (SSA) in a leading brand within the global packaging market. It is responsible for West Africa and consists of more than 20 countries within its market including Senegal, Ghana and Cameroun. We are currently recruiting to help our client fill a 6 month back-fill vacancy for the role of a Customer Service Representative

The Customer Service Representative would be responsible for driving continuous improvement on service levels and customer loyalty. He or she will also be involved with securing supply chain packaging materials and additional materials order fulfillment including: order management, design administration, invoicing, claim administration and managing logistics for the organisation.

Job Title:	Customer Service Representative
Department:	Sales and Distribution
Reports to:	DGM-GM

Key Roles and Responsibilities

- Understand the customers' Supply Chain and plan Supply Chain Packaging Materials & Additional Materials related actions in the Key Account plan.
- Would be an Active member of Key Account team.
- Identifies and drives 'easy-to-do-business' strategy according to customer's needs and profile using e-business.
- Identify opportunities and drive continuous improvement on Packaging Materials and Additional Materials Supply Chain service level.
- Executes all order management and design administration activities.
- Secures claim follow-up and administration for Packaging Materials and Additional Materials.
- Secure accurate Sales Forecasting (3 months focus and co-planning with customers).
- Apply collaborative planning to secure Supply Chain Packaging Materials efficiency.
- Drive continuous improvement of Finished Goods inventory level; take ownership and promote Make-to-Order.
- Develop customer understanding and relationships through regular physical visits to customers.
- Provides Supply Chain expertise to support new product development / launch.
- Drive increased productivity in front-office processes

Preferable Skills

- **Analytical:** Candidate must possess ability to anticipate and understand a complex situation, issue or problem and to be able to review the implications and consequences of problems and possible solutions.
- **Communication:** The ability to convey and receive messages and signals verbally and in writing, through pictures and behaviour.
- **Drive:** The capacity to make things happen in an organization and see them to completion
- **Language:** The ability to understand and to express ideas fluently in English & French using both written and verbal forms.

- **Customer Oriented:** The knowledge and skill to understand and fulfil the customer's needs through the use of the company's agreed business model and commercial tools, practices and procedures.
- **Process Understanding:** The ability to understand processes and the impact they have on product and service quality, quantity, timeliness and cost

Job Attributes

Qualifications

- B.Sc. or B.A. (Honours) or equivalent
- 2-3 years work experience in internal sales environment.
- Ability to communicate in French (both written and spoken) is required for this job.
- Computer proficiency, planning, attention to detail, analysis with strong customer focus and excellent communication skills.
- Would be required from time to time to communicate internally with Key Account Managers, Project Managers, Factories and externally with all Customers and Logistics Companies