****  **Outline Post Description**

**National Account Advisor – Supply Chain**

**Principal purpose of the role:**

* **Responsible for providing customer service support with the primary aim of achieving a 97.5% customer service level.**
* **Development of Customer Relationships.**
* **Provide robust information service to external customers and internal stakeholders.**
* **Continuous Improvement of processes around the customer service department and development of CI initiatives.**
* **Support of the Demand Planning area.**
* **Develop a culture of customer satisfaction through timely and thorough communication.**

**Main accountabilities:**

1. Responsible for reviewing customer orders to ensure they are received timely, accurately, in line with agreed minimum order quantities and lead-times and to agreed forecast.
2. Monitor order progress and identify and rectify / escalate any issues that may arise.
3. Liaise with internal departments across the business (e.g. Sales, Despatch, Planning, Operations and Technical etc) to ensure orders are despatched on time and in full.
4. Champion performance excellence and resolve any enquiries or complaints proactively and in a timely manner by working with other areas of the business (Sales, Despatch, Planning, Operations and Technical etc) and by ensuring Customer Enquiries database is maintained.
5. Establish direct customer service relationships and use this to improve service and reduce the impact of issues such as stock shortages etc.
6. Manage and maintain Customer Profiles to meet stakeholder needs. Where required, issue tracker reports and ad hoc analysis to customers.
7. Support the creation of relevant KPIs and ensure the accurate effectiveness of customer service is captured.
8. Ensure engagement in regular slow moving & obsolete stock (SMOG) reviews with line manager, demand planners and national account managers to ensure stock is allocated to customers in line with agreed shelf life requirements and reduce risk of write-off costs.
9. Be involved in New Product Innovation (NPI) process and manage run out of corresponding obsolete stock to minimise write-off costs in conjunction with line manager.
10. Have a flexible approach to the job and carry out any other duties as may be required, as appropriate to the work and are commensurate with the responsibilities of the post.



**Outline Person Specification**

**National Account Advisor – Supply Chain**

**Key Characteristics**

* Experience of ERP Systems and Analysis Tools (preferably Oracle based) incl. competent Excel Skills.
* First class numeracy, analytical and problem-solving skills.
* Ability to develop and maintain relationships with customers (internal and external).
* Experience of working closely with Sales National Account Managers on their forecasts as well as experience in using customer retail system information effectively.
* Strong and confident communicator (oral, written, informal and formal verbal) at all levels; including Directors, Senior Managers and strong personalities.
* Ability to identify areas for improvement and has a proven track record of implementing change and delivering results.
* Sound understanding of wider business processes – Operations, Planning, Technical, Purchasing, Finance etc – and understands how the customer service function fits in/impacts these.
* A self-motivated individual with standalone capability in this role.
* FMCG experience desired and beneficial, but not essential.