

POSITION DESCRIPTION

Position Information

Position Title	Customer Service Representative
Business Unit	Packaging Southern
Reports to	Customer Service Team Leader
Purpose of Position	To manage the customer order workflow in adherence with Packaging Southern’s business rules, ensuring reliability of service to internal and external stakeholders. Manages all stock lines for key accounts and manages plant load based on the available capacity per period. Responsible for ensuring that all master data is hygienic in the Kiwiplan system.
Business Unit of HR responsibility	Packaging NZ
# of People in BU	140 approx.

Number of Direct Reports	NIL
Number of Indirect Reports	NIL
Operating Budget	NIL
Sales Revenue	NIL

Key Accountabilities

1. Health and Safety

- Compliance with all safety policies and procedures.
- Completion of SBO’s.
- Ensure that Better Business, Trade Practise Compliance and LMS training is completed on time.

2. Customers

- Attend and participate in the daily loading meeting to promote improved service levels to customers (DIFOT).
- Professional communication with customers both verbal and written to support, solve problems, and advise of any service-related information.
- Ensure 100% data accuracy for all SKUs. Ensure price lists and price tables are current with nil variations. Ensure specification manuals are current. Ensure all customer files / records are current.

- Ensure that written feedback is provided to customers for all formalised complaints within a 10 working day period.
- Stock management reports sent to customers as required by customer portfolio.

3. Financial

- All finished goods are managed to warehouse agreement levels and aged stock reports supplied to Account Managers monthly with actions executed in a timely manner.
- Art quotes and no charge tooling processes are adhered to per the SOP.
- Tooling ownership master data managed by tooling number and customer.
- To liaise between OJI Sites, Oji Design and Customer's Procurement teams to ensure all artwork is set-up to manufacture best practise and within agreed lead times. Ensure quality requirements are met and that internal/external systems are adhered to.
- Overrun management per the CSR workflow with a focus on selling the overrun quantity.
- Ensuring business rules are adhered for MOQ's and stock management.
- Accurate reporting of credit holds and pricing discrepancies to the relevant parties.

4. Operational Excellence

- Manage packs and tooling per the SOP around obsolescence.
- Kiwiplan master data is maintained and accurate across all customer and plant related settings.
- Documents linked to the customer master in Kiwiplan as required.
- Manage the shared inbox in accordance with the delegated authority process. Outlook and filing systems remain hygienic.
- All KPI's per the CSR Dashboard exceed target levels.

Preferred Attributes

- Quick learner
- Ability to build strong relationships
- Strong organisational skills
- Detail orientated and preference for a structured and systematic work environment
- The ability to identify options and solve problems
- Self-motivated and can work on their own initiative
- Must display a very strong customer focus ethic

Performance Indicators

- Customer requests are responded to promptly and appropriately
- All orders are actioned in accordance with the order management workflow
- Current price lists
- Kiwiplan WIP reports
- Current customer file/records.
- Cape Pack (via Design), Microsoft Word and Excel.
- Credits and quality database.

Technical Requirements

Qualifications	<ul style="list-style-type: none"> ○ Tertiary qualification/certification in Marketing/Sales/Customer Service
Experience	<ul style="list-style-type: none"> ○ Experience within a manufacturing environment ○ Telephone skills, communication, oral and written skills, order management ○ Proficient with Microsoft Office programming ○ Experience with using an ERP/MES system

Competencies

<p>Judgment</p> <p>Effectively examines events, issues, and problems, and generates solution alternatives. Makes timely and sound decisions on everyday issues and problems by applying accurate logic, appropriate knowledge, expertise, and common sense.</p>	<p>Choose Correctly</p> <ul style="list-style-type: none"> ● Addresses issues in a timely way. ● Considers the impact or consequences of actions and decisions. ● Uses existing rules and procedures to guide actions. ● Uses logic and common sense when making decisions or taking action.
<p>Focus On Customers</p> <p>Builds and delivers customer-centred solutions that meet as many aspects of desired customer experiences, products, and services as possible. Provides customer-centred solutions that go beyond existing customer requirements. Identifies opportunities that will benefit the customer, create value added services, and works in partnership with the customer to drive the business forward.</p>	<p>Serve the Customer</p> <ul style="list-style-type: none"> ● Addresses customer needs by involving the right people (resources) at the right time. ● Asks questions to accurately identify customer needs. ● Follows up with customers to ensure problems are solved. ● Meets or exceeds customer service needs and reports barriers. ● Seeks feedback from customers.
<p>Execution</p> <p>Manages work and work performance, holding associates accountable to effectively and efficiently complete work responsibilities. Demonstrates initiative, works to achieve results, meets or exceeds goals, acts on opportunities to create value.</p>	<p>Perform the Work</p> <ul style="list-style-type: none"> ● Asks questions to clarify assignments and priorities. ● Deals with high priority work activities first. ● Makes sure work is done correctly. ● Surfaces problems and issues with speed and accuracy.

<p>Results Orientation</p> <p>Demonstrates and fosters a sense of urgency, a "can-do" spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success. Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.</p>	<p>Strive for Results</p> <ul style="list-style-type: none"> ● Identifies what needs to be done and does it. ● Puts in sustained effort to accomplish desired results. ● Shows strong commitment to achieving results. ● Works until tasks are completed.
<p>Effective Communication</p> <p>Prepares and delivers clear, concise, accurate, effective, and persuasive written and verbal materials/messages. Attentively and accurately listens to others. Promotes a free and timely flow of high-quality information between self and others and across the organization; encourages the open expression of ideas and opinions.</p>	<p>Communicate With Others</p> <ul style="list-style-type: none"> ● Communicates clearly and concisely. ● Keeps others informed. ● Listens carefully to others. ● Provides appropriate level of detail in communications. ● Writes with accuracy, simplicity, and completeness.
<p>Establishing Trust</p> <p>Gains the confidence and trust of others through principled leadership, sound business ethics, authenticity, and follow-through on commitments. Demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behaviour; builds trust with others through own authenticity and follow-through on commitments. Establishes open, candid, trusting relationships; treats all individuals fairly and with respect; behaves in accordance with expressed beliefs and commitments; maintains high standards of integrity.</p>	<p>Perform Ethically</p> <ul style="list-style-type: none"> ● Acts consistently with stated policies and practices. ● Does not cover up problems or blame others for mistakes. ● Does not disclose confidential information. ● Is honest and direct in dealing with people ● Meets commitments.

Authority

Decisions:

- Resolution of routine customer problems
- Call planning
- Provision of quotes for standard products within agreed authority
- Prioritisation of work tasks and ensuring parties involved are aware of priorities
- Raise alerts if you see any anomalies
- To elevate any issues

Recommendations:

- Complex customer problem issues
- Ways to improve or nationally standardise Oji Packaging/processes
- Communication formats.

Relationships:

Most Frequent Contacts	Nature or Purpose of Contact
Customers	Order management and general enquiries.
Customer Team Leader	Day to day interaction.
Account Managers	Activity of customer account. Guidance/ Advice
Technical staff	Quality control and complaints management.
Structural Design & Pre-Production personnel	Design, Estimating, Samples, Laycards, Tooling. Order prioritising/ progress/ scheduling
Oji Design	Alteration and set-up of new graphics.
Supply Chain	Load management and order workflow. Shipping of customer orders.

The above is intended to describe the general nature and level of work and is not an exhaustive list of all responsibilities, duties and skills required; these may vary dependent on the requirements of the business. All staff may be required to perform reasonable duties outside of their normal responsibilities from time to time as required.