

POSITION DESCRIPTION

Position Information

Position Title	Customer Service Representative
Business Unit	Packaging Central
Reports to	Customer Service Team Leader
Purpose of Position	Contact point between Packaging and customers
Business Unit of HR responsibility	Packaging NZ
# of People in BU	100 approx.

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

Key Accountabilities

1. provide superior customer service
 - Oral and written communications
 - Integrity
 - Ensure professional manner and attitude at all times
2. Artwork Creation/Alteration & Management of New Work
 - 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 standard lead times. Ensure quality requirements are met and that internal/external systems are adhered to.
 - Timely/accurate order entry
 - Attention to detail
3. Maintain customer records
 - 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.
 - Standard forms and procedures
 - Effective verbal and written communication
4. Provide support to the Customer Service and Sales Team

- Teamwork within and between Customer Service/ Sales Personnel
5. Specification Management
 - Co-ordinate customer specific requests as they eventuate
 6. Data Collation & Analysis
 - To gather data as required for reporting, analysis or KPI monitoring purposes
 7. Inter-Site Liaison
 - Monitor the timing of potential Customer specific Audits for each OJI site and ensure reports are received and responded to in a timely fashion. Also ensuring that any action points are completed within specified timelines.
 - Transition work between OJI sites as required.
 8. Complaint Response
 - Ensure that written feedback is provided to customers for all formalised complaints within a 10 working day period.
 9. Build a culture of excellence.
 - Provide suggestions for improving work processes. Complete all agreed training programmes. Ensure all work practices comply with Operations Manual, ISO and Customer Service Standard Operating Procedures.
 10. Environment, Health, Safety & Risk
 - Actively lead and contribute to a culture of safety first through attending all training, reading and acting on all EHSR communications, following all safety rules and procedures, and identifying/recording all hazards, discomforts, incidences, near misses or potential health and safety risks.
 - Supporting colleagues 'do the right thing' in relation to EHSR and raising issues with others as appropriate.

Preferred Attributes

- Above average intelligence
- Speed and accuracy of mental processes
- Openness to new information
- Quick learner
- Strong people orientation
- Strong organisational skills
- Detail orientated and preference for a structured and systematic work environment
- The ability to identify options and solve problems
- Ability to develop customer relationships over the phone
- 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 within an acceptable time-frame and entered accurately
- Work Flow system
- E-mail and spread sheeting systems to ensure deadlines are met

- Current price lists
- Current customer file/records. Account Manager feedback
- Cape Pack (via Design), Microsoft Word and Excel.
- ESP, Excel spreadsheets
- Word/Excel/Outlook/ESP/OJI Intranet.
- Credits and quality database.
- Liaison with OJI technical and operations personnel.
- Commitment to “culture of excellence”.

Technical Requirements

Qualifications	<ul style="list-style-type: none"> ○ Ideally will have University Entrance with proven numerical capability ○ Ideal to have 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 entry ○ Proficient with Microsoft Office programming

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	Liaison re the meeting of day to day requirements Order enquiries
Customer Team Leader	Day to day interaction.
Account Managers	Activity of customer account. Guidance/ Advice
Technical staff	Complaints / ink manuals / quality control.
Structural Design & Pre-Production personnel	Design, Estimating, Samples, Laycards, Tooling. Order prioritising/ progress/ scheduling
Oji Design	Alteration and set-up of new graphics.

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.