



## CAREER OPPORTUNITY / VACANCY

<b>Job Title</b>	: Customer Relations Manager
<b>Division</b>	: Supply Chain Management
<b>Department</b>	: Supply Chain
<b>Employment Type</b>	: Permanent
<b>PURPOSE OF THIS POSITION</b>	
<p>To ensure UPP Customer Relations office delivers world class-leading quality-oriented customer service to help promote customer loyalty and providing continued support to increase sales. The role will require someone with excellent 'people skills', an excellent customer focused ethos, and be able to share considerable industry experience and best practice ideas to help us drive towards world class-leading quality-oriented customer service.</p> <p><b>Customer Orientation:</b></p> <ul style="list-style-type: none"> <li>• Overall, ensure UPP Customer Relations office meets/exceeds our customer requirements.</li> <li>• Drive a 'quality first' ethos with the team. Drive towards 'one contact resolution'.</li> <li>• Define achievable targets and goals for their team to ensure we meet customer and business needs.</li> <li>• Manage department resources as required to support customer demands.</li> <li>• Put in place new ideas and best business practice and drive these initiatives going forward.</li> <li>• Directly handle or escalated customer queries and complaints</li> <li>• Put in place a sustainable structure to sustain the day-to-day functioning of the department.</li> <li>• Analyse trends, reasons why customers contact us, etc and drive a continuous improvement philosophy within the contact centre.</li> <li>• Find ways of getting team morale to a high standard, and being sympathetic and understanding of the day-to-day stress levels incurred by the team.</li> <li>• Respond to Web site and telephonic inquiries on a day to day basis redirecting information to the correct person</li> </ul> <p><b>Stakeholder Management</b></p>	



- Improve & maintain a level of satisfaction of internal and external stakeholder's needs in terms of quality of service provided.
- Ensure continuous increase in productivity and on-time delivery of products to the customer.
- Develop effective communication processes and mechanisms to ensure quick response to market requirements.
- Ensure that all activities operate consistently and ethically in alignment with the organizational values.

### **Reporting**

- Responsible for providing reports on various aspects of customer relations performance to other members of the management team.
- Sales managers require reports on outbound sales performance.
- Finance executives want reports on the operational costs of the customer relations office.
- The information technology team needs information on operational performance such as call volumes or requirements for additional customer relations resources such as email or videoconferencing.

### **Strategic inputs, development and implementation**

- Develop and implement applicable innovative customer management (CRM) strategies.
- Provide input in terms of overall strategic planning processes for the department.

### **Financial Management**

- Preparations and submissions of annual budget for review and approval.
- Manage all operations effectively within the budgetary restrictions.
- Management of expenditure levels and cash flows via close liaison with the Financial Manager.
- Ensure the continued financial viability of the Customer Relations Office through sound fiscal management.

### **People Management**

- Lead and instil a high performance culture in the Customer Relations Office.
- Lead, coach and develop personnel in the Customer Relations Office.
- Develop and implement functional training programs to expand the capacity and capability of all their personnel.
- Manage personnel within the spirit of the relevant labour legislation.



### EDUCATIONAL REQUIREMENTS

- A minimum of between 3-5 years' experience in dealing with customers experience within the FMCG market.
- Minimum: Related Degree or Diploma
- Ideal: Degree in Business Management or related Degree in Business Administration.

### REQUIREMENTS - EXPERIENCE

- Have sound knowledge of Customer Relations principles.
- Have a high degree of people understanding
- Knowledge regarding Financial Management.
- Knowledge of the South African FMCG industry.
- Analysing information and using logic to address work related issues and problems.
- Exceptional leadership skills.
- Computer literacy: Advanced MS Office essential; MS Project and SAGE beneficial.
- Excellent communication skills; Verbal and written.
- a Strong customer focus and a good telephone ethic;
- the ability to work well in teams;
- a Focused and self-motivated approach to work;

### ADDITIONAL REQUIREMENTS

- The incumbent should have the ability to perform on an operational and strategic level within the operation
- Ability to work under pressure and to maintain required standards
- Willingness to work overtime as and when required
- The ability to manoeuvre and perform a variety of tasks simultaneously

### APPLICATION FOR THIS POSITION

- Your **CV** must please be submitted **to Mateboho Ramaite** via e-mail: [mrmaite@upap.co.za](mailto:mrmaite@upap.co.za)
- Closing date: **10 November 2017.**
- Open for all candidates who meet the minimum criteria.