



**CAREER OPPORTUNITY / VACANCY**

<b>Job Title</b>	: <b>Customer Services Manager for the UP Group</b>
<b>Division</b>	: <b>Customer Services (reporting to the Director)</b>
<b>Department</b>	: <b>Customer Services Department</b>
<b>Employment Type</b>	: Permanent
<b>PURPOSE OF THIS POSITION</b>	
<p>To develop, improve, deliver and maintain world class customer services to both External and Internal UP Group customers. Implementing new procedures and controls will be needed in order to delivering world class-leading quality-oriented customer service to help promote customer loyalty and providing continued support to increase sales. The role will require a manager with a lot of energy and positivity to facilitate and enhance the full customer experience relating to the purchase of Jumbo tissue paper reels, Tissue paper consumer goods, Water based inks &amp; chemicals. Exceeding customer expectations through proactively liaising with our employees working in Operations, Quality, Sales, Accounts, Planning, Logistics will be key to the success of our customer service department.</p> <p><b>Customer Orientation:</b></p> <ul style="list-style-type: none"> <li>• Ensure that the Orders Department meets or exceeds our customer requirements.</li> <li>• Drive towards ‘a one contact resolution’ on behalf of UP Group for all external and internal customers.</li> <li>• Directly handle or escalate UP customer queries and complaints to the Quality Department.</li> <li>• Analyse trends, reasons why customers contact us, and drive a continuous improvement philosophy within the UP Group.</li> <li>• Develop service procedures, policies and standards.</li> <li>• Respond to UP Website and telephonic enquiries on a daily basis, redirecting information to the correct person within the UP Group.</li> <li>• Extensive cross-functional interaction between all departments to better understand and enhance the culture of customer service with the UP Group.</li> </ul>	



### Order Capturing

- Managing the order capturing employees to enhance their performance and effectiveness.
- Managing the order capturing employees to check stock availability for requested line items on a daily, weekly and monthly basis.
- Ensure order flow, printing, preparation and capturing customers' orders onto Sage is done correctly.
- Ensure orders are captured accurately and properly to minimize possible stock return.
- Ensure that the Despatch Department delivers the product to the customers on time and follows up with customers to confirm that they have received the loads.
- Ensuring the invoices are issued correctly.

### Planning

Work with the Planning Department to:

- Assist by providing customer insight for planning and managing production schedules for all Factories in the UP Group.
- Enhance the planning process in order to improve OTIF objectives (On-time-and-in full).

### Stakeholder Management

- 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 Customer requirements.
- Ensure that all activities operate consistently and ethically in accordance with the organizational values and policies.
- Keep ahead of industry's developments and apply best practices to areas of improvement.



### Reporting

- Responsible for providing reports on various aspects of customer performance to other members of the management team as well as EXCO.
- Provide Sales managers with reports on outbound sales performance on a daily, weekly & monthly basis.
- Develop and maintain historical spread sheets on Customer requirements and pricing.
- Provide the Finance Executive with reports on the operational costs of the customer relations office.

### EDUCATIONAL REQUIREMENTS

- A minimum of 5 years' management experience in dealing with customers, experience within the FMCG market advantageous.
- 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.
- Analysing information and using logic to address work related issues and problems.
- Computer literacy: 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

- 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.