

POSITION DESCRIPTION

POSITION TITLE	Supermarket & Backup Customer Service Coordinator
POSITION LOCATED AT	Subic Bay - Philippines
REPORTING TO	GFM Service Co-Ordination FOS Team Lead
DIRECT REPORTS	NA
EMPLOYMENT CLASSIFICATION	Full time
POSITION OVERVIEW	To provide exceptional customer experience via all customer contact channels including but not limited to: phone and email correspondence by providing assistance in terms of coordination and completion of subcontracting jobs.

SPECIFIC OBJECTIVES
1. Pro-actively manage jobs to optimize efficiency, skills, and locations to achieve a timely response, achieve customer satisfaction and cost effectiveness utilising available resources.
2. Coordinate activities between the customer, sales and other functional areas of the business to meet organizational goals.
3. Liaising with Service Managers nationally to ensure sub-contractors are constantly updating their technical skills.
4. Monitor technician movements and allocate jobs to technicians
5. Ensure information is accurately and efficiently provided to customers and Service Coordinators

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Pro-actively manage jobs to optimize efficiency, skills, and locations to achieve a timely response, achieve customer satisfaction and cost effectiveness utilising available resources.	Follow Up rate Evidence of effective internal/external relationships Number of commendations/complaints received regarding quality of work and attitude

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Conduct quarterly performance analysis on each sub-contractor ensuring emerging negative trends are identified and addressed.	No negative feedback from customer base
Monitor technician movements and allocate jobs to technicians	Evidence of effective internal/external relationships Number of commendations/complaints received regarding quality of work and attitude
Specify details for follow-up works on equipment and obtain approvals where works go over purchase order limit	
Ensure information is accurately and efficiently provided to customers and Service Coordinators	
Liaising with Service Managers to ensure technicians/subcontractors are constantly updating their technical skills.	
Coordinate and manage subcontractor business relationships including sourcing qualified subcontractors, negotiating and formalising agreements, and checking periodically for quality, accurate pricing and delivery.	Pro-actively ensure up to date knowledge of and compliance with the policies and procedures and participate in their further development by identifying risks and escalating them appropriately. Observe company policies.
Conduct quarterly performance analysis on each technician/sub-contractor ensuring emerging negative trends are identified and addressed.	No negative feedback from customer base
Provide monthly reports to the National Service Manager	Timely report
Assists in focused projects or in other portions that are subject to excessive or peak volume demands.	
Ensure data accuracy to avoid jobs "lost"	
Ensure Customer Service and Customer Satisfaction	
Review purchase orders prior to entering into system for correct pricing, order number and part number or description to ensure the accuracy of all data.	
Comprehensive and detailed knowledge of policies as they	Observation of being effective in

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
relate to your specific area.	role
Working collaboratively with other members of the Global community	Evidence of effective internal/external relationships No. of commendations/complaints received regarding quality of work and attitude
Ensures service targets, SLA's and KPI's are achieved optimum levels of quality & service delivery.	SLA and KPI
Any other duties, consistent with the role, or duties as required from time to time by the Supply Chain Manager, CS and Inventory Manager, Warehouse Manager or other department managers.	
Demonstrate a high level of professional and personal standards and conduct.	
Observe OH&S and company policies.	Pro-actively ensure up to date knowledge of and compliance with OH&S policies and procedures and participate in their further development by identifying risks and escalating them appropriately. Observe company policies

COMMUNICATION (regularly communicates with)
Customer Support Coordinator, Invoicing Team, Service Manager, Customer Service Manager, Australian Team, Coles and Woolworths Helpdesks

SKILLS AND EXPERIENCE	DESIRABLE	ESSENTIAL
EDUCATION		
Bachelor's Degree	✓	
Vocational Education		✓
WORK EXPERIENCE		
3 years of experience in similar role or capacity; Customer Service		✓

experience is an advantage		
TECHNICAL KNOWLEDGE		
Proficiency in MS Office.		✓
LANGUAGE SKILLS		
Strong written and verbal communication skills		✓

SKILLS, ABILITIES & COMPETENCIES, AND QUALITIES

Hardworking, energetic individual, Detail oriented, Problem Solver, Superior Customer Service skills, Think outside the box, Ability to multi-task and make good decisions, Ability to manage and motivate a team, Ability to work under pressure and balance the competing demands of several managers, Proactive approach, Excellent level of integrity, Trustworthy and target-oriented, Ability to work autonomously

JOB SPECIFICATION ACCEPTANCE

EXPLAINED BY:		
Supervisor / Manager Name	Signature	Date
ACCEPTED BY:		
Employee Name	Signature	Date