



Operations Account Coordinator – French with Italian

Location: CROXLEY GREEN - WATFORD

Job Summary:

To be responsible for managing the order entry to cash process and delivering outstanding customer service to a range of Commercial key accounts, whilst following approved SOX compliant internal processes. In order to achieve this, the Account Coordinator will be required to liaise & work closely with other areas of the organisation as specified above.

Key Responsibilities:

- To manage customer orders (with an increasing emphasis on electronic orders) from order entry to billing; using telephone, e-mail and fax to provide our customers with an efficient, reliable service
- To respond effectively to queries relating to customer orders and deliveries
- To manage deliveries in line with customer expectations, liaising with 3rd party warehouses and other supply chain contacts
- To resolve customer complaints and invoice queries
- To raise credits & adjustments on customer accounts and to liaise with credit & collections to ensure any outstanding customer deductions are resolved in a timely manner
- To be in regular contact with our Sales Account Managers and local SPG contacts, and to ensure relevant information relating to customer orders & deliveries (especially changes to expected customer demand – abnormal orders, postponed or cancelled deliveries, etc) is communicated in a timely manner
- To understand the operational requirements of key customers (key contacts, delivery specifications, booking requirements, etc)
- To implement process improvements which will improve operational effectiveness and enhance profitability
- To ensure that customer account records are kept up to date for audit purposes
- To identify and resolve with the data management team any master data errors affecting the OTC process
- To provide support for other members of the team (and back up as required for other CFT teams)

Key Operational Contacts:

- Key Account Customers
- Other Customer Focus Team members responsible for the same cluster/country
- Sales & SPG contacts in the Region you will be assigned
- Business Support Team
- Credit & Collections Team
- Data Management Organisation
- Supply Chain & Demand Planning
- Logistics (warehouse & transport)
- Information Systems Team

Key Operational Results/ Measures:

- Order to Cash Performance Metrics
 - Electronic orders
 - Orders below MOV
 - Orders below MOQ
 - Telephone response metrics
 - Claims outstanding over 30 days
 - Returns outstanding over 2 months
 - Delivery cancelations

- Customer Feedback (internal and external where available)

Qualifications, Skills & Experience:

- Proven customer service or logistics experience and an ability to liaise with different contacts in the organisation
- Excellent communication skills with both oral & written fluency in English
- French (French with Italian preferred)
- An ability to work on own initiative and as part of a team (team spirit)
- Forward thinking and open to new processes/process improvements
- Familiar with electronic communication and workflows (lotus notes, databases, etc)
- PC skills – competent on Lotus Notes, Excel, Word and Powerpoint
- SAP experience would be an advantage
- An ability to prioritise workload and manage time effectively
- A pro-active and flexible attitude
- An ability to work under pressure and to tight deadlines when required