

JOB DESCRIPTION

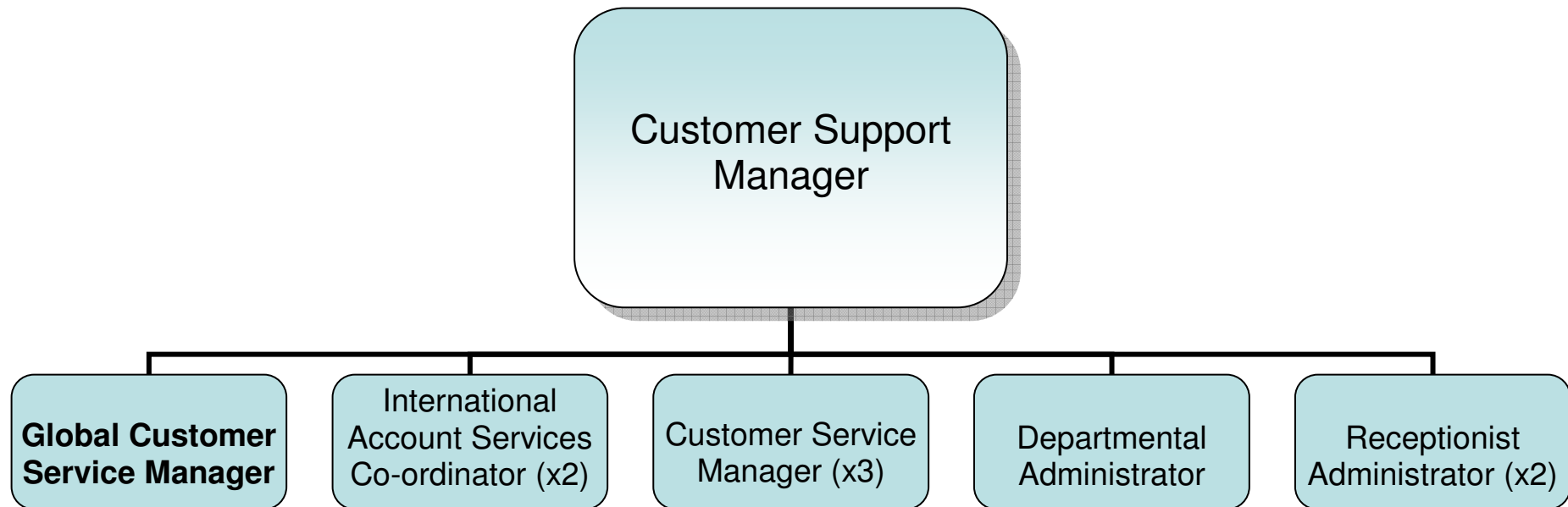
Name of Department & Location:	Customer Service Nottingham	Job title:	Global Customer Service Manager
Job Holder (if applicable):		Reporting to (Job Title):	Customer Support Manager
Date Job Description Written:	26 July 2010	Signature and Date of Job Holder:	
Signature & Date of Head of Department:		Signature & Date of Senior Head of Department:	

Section 1 – Function of the department and main purpose of the job

General purpose – The role is required to provide excellent service to our international customers by supporting them directly or through the Key Account Director, Key Account Managers, Customer Service Team and Sales Managers in their roles. The role requires working closely with the Customer Support Manager and Sales Team to ensure the service level to customers is measured and improved and that this is balanced with the company requirements. The role requires understanding of forecast, budget and sales figures to ensure we meet set targets for international customers.

1. Specific purpose – Support to the KAD and regional general managers for the Global Key Accounts.
2. To provide excellent customer service in the routine provision of price quotations, internal and external reporting and direct face-to-face contact
3. Through process and procedure ensure increased professionalism within the sales and business development process to deliver reporting to match the desired structure.
4. To be a “key stakeholder” within the Global Key Account plans
5. Ownership of the defined business processes within Global Key Accounts defined as forecasting, implementation of product pricing strategy, margin improvement, sales pipeline- inspire and guide the customer service team in the provision and fulfilment of these processes.
6. To get the optimal understanding of customer’s organization, product portfolio, customer needs and decision making tree (DMU), using all relevant sources (internal and external).
7. Building & developing the network within customer’s organization. Penetrate to get optimal network as a basis for developing and capturing business chances with a specific focus on building relationships within procurement, customer marketing and product development teams building and broadening relationships at Payne’s Global Key Accounts
8. Through both product and customer focus to improve Payne strength of position as preferred supplier for TT within Global Key Accounts
9. To deliver an improved internal interface/ coordination between customer service, sales and product marketing

Section 2 - Organisation Structure



Section 3 Key accountabilities	Key responsibilities (Key activities related to accountabilities that the job holder personally delivers)
1. Business Standards and Values	<ul style="list-style-type: none"> • Payne operates quality, environmental and health & safety management systems and as such, you are expected to observe and adhere to the specific requirements in relation to these • To actively observe and adhere to Payne’s policies including Equal Opportunities together whilst actively promoting and delivering the Filtrona Company Values • To carry out other duties as is within the scope, spirit and purpose of the job as requested by your Line Manager • As duties and responsibilities change, the job description will be reviewed and amended in consultation with the job holder • To deliver objectives as agreed and outlined in the PDR process • All PDR’s to be completed on time and in full
2. Supporting Global Key Accounts and customer service	<ul style="list-style-type: none"> • Delivery of designated key account plan responsibilities • To lead day to day contact with Global Key Accounts • To lead in co-ordinating activity across the Payne Global Customer Service Team • Provide quotes, guardian of global price lists, monitor GM% • Be proactive in providing pricing and margin improvement initiatives • Provide reporting in line with specific Global Key Account requirements • Co-ordinate Global budget preparations - provide input into strategic planning and annual negotiations • Review audits and develop appropriate action plans • Review complaints and any actions required • Regular customer visits to all locations • Able and willing to work longer office hours, or from home, if required • Ensure customer satisfaction and measurement at all times as member of key account team • Co-ordinate & monitor compliance, at all Payne sites • Responsible for globally co-ordinating Payne’s response and action points to annual SAS • Implementation of Supply Chain improvements e.g. VMI, forecasting, EDI • Contract Management to measure compliance of trading terms with contractual

3. Order process	<ul style="list-style-type: none"> • Timely and professional customer order handling • Logging customer satisfaction • Check stock levels and co-ordinate with production for customer orders • Keep customers informed of order status • Monitor call off orders and stocks • Maintenance of customer account details, CSR instructions and global text • Keep Production, Agility and Stores informed of additional orders and order changes • Handling of printed tapes and new products • Professional handling of tender projects with Sales support
4. Forecast / Sales Activities	<ul style="list-style-type: none"> • Produce accurate Global sales forecast for Global Key Accounts • Daily updating of forecast information in line with business processes • Finalise and report month end sales figures for Global Key Accounts • Monitor slow moving stock and over make sales • Be proactive in suggesting business process improvements
5. BRM / Fourth Shift	<ul style="list-style-type: none"> • Be proactive in the development of systems such as BRM and Fourth Shift by providing feedback and suggesting improvements • Process, close and respond to customers on all complaints in BRM • Maintain customer service information in all systems
6. Cover	<ul style="list-style-type: none"> • Cover the International Account Services Co-ordinator role during periods of absence • Cover other team members as and when required
7. Other	<ul style="list-style-type: none"> • Participate in customer service weekly meetings and provide relevant account information • Maintain a good knowledge of the product range and business needs • Any other tasks required for the role

Select level two, three or four - (full competencies descriptions attached).

Section 4 - Competencies	Level	Description
Team Working <i>The willingness and ability to work with others to achieve common goals</i>	4	<ul style="list-style-type: none"> ▪ Always willing to offer tips and guidance to all members of the team and always agrees to help colleagues out whenever possible
Problem Solving <i>The ability to tackle problems by weighing up situations thoroughly, evaluating possible courses of action and implementing solutions</i>	3	<ul style="list-style-type: none"> ▪ Takes personal responsibility to ensure day to day problems are resolved ▪ Thinks about and applies different methods to solve problems ▪ Takes ownership of problems
Personal Presentation <i>Concern for both image and personal impact amongst colleagues and customers alike and the ability to communicate with confidence by all media</i>	4	<ul style="list-style-type: none"> ▪ Cheerful, enthusiastic, assertive and forever consistent ▪ Always smart, tidy and projects an image of self confidence
Working Unsupervised <i>The willingness and ability to work independently and without supervision by taking responsibility for appropriate planning and decision making within the team</i>	3	<ul style="list-style-type: none"> ▪ Runs own projects identified and agreed with Team Leader / Manager ▪ Makes own decisions and informs others on significant decisions when the situation demands it
Self-Esteem <i>Having a good feeling about yourself and an optimistic outlook with the resilience to be impervious to negativity in others</i>	4	<ul style="list-style-type: none"> ▪ High degree of confidence and talks through problems ▪ Contributes to the well-being and effectiveness of others
Innovation and Quality <i>Makes an effort to improve performance by trying new things. Uses ideas and information in an imaginative and novel way. Identifies opportunities for seeking continuous improvements.</i>	3	<ul style="list-style-type: none"> ▪ Uses own expertise to identify improvements ▪ Strives for continuous improvements in all aspects of work ▪ Actively seeks improvements
Flexibility <i>The willingness and ability to accept and adapt to change and to continue to work effectively</i>	4	<ul style="list-style-type: none"> ▪ Willing to help out anywhere in the business for the goods of the business ▪ Proactively offers help, advise and support without being asked ▪ Able to travel as required for the role
Customer Service <i>The willingness and ability to meet internal and external customer requirements and to deliver fast, friendly and fault free service</i>	4	<ul style="list-style-type: none"> ▪ Works to surpass customers expectations in all regards ▪ Understands and pre-empt customer/work colleagues requirements, making suitable recommendations
Perseverance <i>Having the drive to keep going in the face of problems or setbacks</i>	3	<ul style="list-style-type: none"> ▪ Is prepared to seek information and help from all avenues ▪ Determination to succeed is infectious to others
Taking Responsibility <i>The willingness to accept your share of responsibility for the team and ownership of its outputs and problems</i>	3	<ul style="list-style-type: none"> ▪ Will take responsibility for their own actions ▪ Uses own initiative and uses spare time effectively

Section 5 – Person Specification	Requirements	Essential (E) or Desirable (D)	Measurement 1. Application Form 2. Test after shortlist 3. At interview 4. Documentary Evidence 5. Other (please specify)
Experience	Previous customer service experience required both face to face and over the phone Export sales experience Sound negotiation skills are required both in a lead function on specific projects, in external and internal contexts. Excellent commercial judgement is required including ability to determine priorities and recognise boundaries of remit.	E	1,3
Attainments/Qualifications	Minimum 5 GCSE's, although qualification to degree level would be preferable. Language desirable	E D	1, 2, 3, 4
Knowledge	The job holder is required to be computer literate to intermediate level in Microsoft Office applications as well as an ability to learn and develop functionality in other systems such as BRM Ability to communicate at all levels and cross-culturally. This will require excellent written and oral skills including the capability for presenting, gaining co-operation, influencing and negotiation.	E	1, 2, 3, 4
Special Requirements	<ul style="list-style-type: none"> • Confidence and ability to deal with staff at all levels internally and externally. • A pro-active and enthusiastic person who can “champion” issues within the business. • Willingness to travel • Flexible and able to work on multiple projects at any one time. • Self motivated and with the ability to prioritise in daily and project-related tasks. 	E	3

	<ul style="list-style-type: none"> • Verbally self-confident • Good listener • Sense of humour • Culturally adaptable • Presence & credibility • Methodical but flexible • IT literate • Numerate • Presentations skills • Cross-functional team-working • Building relationships at all levels, internally and externally 		
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