



Career Opportunity

Customer Service Advisor – Supply Chain

As Baxters continue to develop and strengthen all areas of their business functions, an exciting new opportunity has arisen for a Customer Service Advisor to join our Supply Chain Team.

Baxters Food Group is a family-owned global business established in Scotland over 150 years ago, who are best known for premium food brands. For four generations the Baxters family have experienced dynamic change by launching into new market sectors through acquisitions and new products.

We're just as fussy about the people we employ as we are about the ingredients we use in our recipes. We employ people who are as passionate about our products as we are, after all food is one of the most competitive and fastest paced markets in the world. Our operational sites have strong local identities and we are highly respected in the local communities in which we operate. We are extremely proud that we have committed colleagues who have worked for us for over 30 years.

We want our colleagues to develop during their amazing journey with us and make positive steps in their careers. We have a clear strategy to grow and to enable us to achieve this we have a fantastic opportunity for a Customer Service Advisor to bring a fresh energy to the supply chain function within the business.

Principal purpose of the role:

- Responsible for providing customer service support with the primary aim of achieving a 99% customer service level.
- Work closely with internal departments (e.g. Despatch, Technical, Operations, Sales and Planning) to ensure an accurate and timely flow of information.
- Manage the efficient despatch of stock to minimise order issues & cost to the business.

Main accountabilities:

1. Responsible for reviewing customer orders to ensure they are received timely, accurately, in line with agreed minimum order quantities & lead-times and to agreed forecast.
2. Monitor order progress and identify and rectify / escalate any issues that may arise.
3. Liaise with internal departments across the business (e.g. Sales, Despatch, Planning, Operations and Technical etc) to ensure orders are despatched on time and in full.
4. Champion performance excellence and resolve any enquiries or complaints proactively and in a timely manner by working with other areas of the business (Sales, Despatch, Planning, Operations and Technical etc) & by ensuring Customer Enquiries database is maintained.
5. Establish direct customer service relationships and use this to improve service and reduce the impact of issues such as stock shortages etc.
6. Manage and maintain Customer Profiles to meet internal/external customer needs. Where required, issue tracker reports and ad hoc analysis to customers.
7. Take part in regular slow moving & obsolete stock (SMOG) reviews with line manager to ensure stock is allocated to customers in line with agreed shelf life requirements & reduce risk of write-off costs
8. Be involved in New Product Innovation (NPI) process & manage run out of corresponding obsolete stock to minimise write-off costs in conjunction with line manager.
9. Have a flexible approach to the job and carry out any other duties as may be required which as appropriate to the work and are commensurate with the responsibilities of the post

Key Characteristics

- Experience of ERP Systems and Analysis Tools (preferably Oracle based) incl. competent Excel Skills.
- First class numeracy, analytical & problem-solving skills.
- Ability to develop and maintain relationships with customers (internal & external).
- Experience of working closely with Sales National Account Managers on their forecasts as well as experience in using customer retail system information effectively.
- Strong & confident communicator (oral, written, informal & formal verbal) at all levels; including Directors, Senior Managers & strong personalities.
- Ability to identify areas for improvement & has a proven track record of implementing change & delivering results.
- Sound understanding of wider business processes – Operations, Planning, Technical, Purchasing, Finance etc – and understands how the customer service function fits in/impacts these.
- A self-motivated individual with standalone capability in this role.

Location

Role can be based out of Corporate Head Office in Edinburgh or Fochabers site.

We are committed to ethical trade and basic human rights and we provide safe and hygienic working conditions which are monitored on an ongoing basis. As part of Baxters you will have access to our generous benefit package including:

Competitive salary which is reviewed annually
Enhanced pension contributions
Private Medical Insurance
Substantial Life Assurance cover
Discounted Baxters branded products
Generous holiday entitlement
Long Service Awards
Training & development opportunities

If you are looking for a new challenge in a fast paced and progressive family business then we may have the ideal career opportunity for you!

If you are interested in this opportunity and have the appropriate skills and experience, then please apply by sending your CV and covering letter to our HR Department , Fochabers via careers@baxters.co.uk

Date Advertised: 28th April 2021

Closing Date: 14th May 2021