



Job Title:	Customer Service Administrator (Export)	Department:	Operations
Location:	HQ	Position Type:	Full-Time
Level/Salary Range:		Reports To:	Head of Supply Chain
JOB DESCRIPTION			
Role Overview			
<p>Co-ordinate and manage all export orders, ensuring compliance to all procedures and processes. An understanding of the drinks industry and specifically shipments to Canada would be advantageous. Ensure all orders are processed correctly and be key point of contact for our Customers, Sales Managers, Distribution warehouse and freight forwarders ensuring effective communication is delivered throughout. Coordinate shipment of FLC and/or LCL shipments via our 3rd party providers, ensure inventory is available, and orders shipped with correct documentation. Responsible for ensuring customers are invoiced correctly and that freight invoices are coded and accounted for.</p>			
Key Tasks			
<ul style="list-style-type: none"> • Sales order processing and ensure forecast accuracy managed • Invoice generation and credit control • Booking orders, liaising with 3rd party warehouses and freight forwarders, ensuring cost effective and best trans modal option selected. • Tracking shipments through to timely delivery • Ensure SAP customer data records are maintained, and housekeeping updated. • Monthly stock reconciliation of relevant warehouses for term end completion • Support item master set up within SAP • Approve all Int'l freight invoices via i-docs and manage any discrepancies with shipping lines • Manage and confirm all international accruals monthly for freight or any ad-hoc international charges • Main point of contact for Chamber of Commerce and FDA • Manage and maintain relationship with freight forwarders • Budget management for T&W on Int'l shipments together with Finance for P&L • Adhoc tasks as requested by International sales team 			
Additional Tasks			
<ul style="list-style-type: none"> • Manage and coordinate imports from European countries in coordination with Brexit requirements • Adhoc freight movements ensuring competitive pricing • Ensure stock is coordinated from relevant warehouses to satisfy orders • Providing weekly reports on open orders and process status • Monitoring stocks and shelf life in warehouses to highlight any potential risk or impacts that may affect the markets. • Provide support to UK Customer Service when required. 			



Qualifications & Education Requirements			
<ul style="list-style-type: none"> • Experience in similar customer service role exporting alcohol products seen as primary requirement • Graduate preferred – no particular discipline required 			
Competencies Required			
<ul style="list-style-type: none"> • Pro-active with excellent communication skills, ability to work through problems with customers and suppliers, highlighting any potential problems to the markets. • IT systems experience, with basic knowledge of Outlook, Excel & Word. Preferable experience of a system like JD Edwards, SAP, Oracle etc. • Strong attention to detail along with diligence of seeing items through to completion. • Time management and organization skills are essential • Commercial awareness both as a supplier and customer. • Incoterms knowledge 			
Additional Notes			
NES and EMCS training/experience may be a requirement of this role, dependent upon I&G's setup.			
Reviewed By (Dept Manager)		Date (Yearly Update Required)	