



## CUSTOMER OPERATIONS ANALYST

### ADDITIONAL INFORMATION

At Beiersdorf UK, we invest time into developing our own leading skin care brands – Nivea, Eucerin, and Elastoplast – to ensure we continue to provide our customers with the products they need to live a happier, fuller life.

The Customer Operations Executive delivers excellent supply chain customer service, from order receipt through to delivery and enables achievement of specific customer operational targets, which support the business objectives. Builds strong customer relationships, to enable us to deliver supply chain best practice and continuously review order processing to ensure we achieve perfect order fulfilment, efficiently and effectively with the Customers.

This is a 12 month Fixed Term Contract.

A competitive salary, annual bonus (subject to conditions), hybrid working, 25 days holiday, defined contribution Pension, private medical, discounts on products, buy & sell holidays.

At Beiersdorf, we embrace Diversity and aim to provide equal opportunities to all of our applicants – regardless of e.g. gender, sexual identity, nationality, ethnicity, religion or ideology, disability or age.

### JOB DETAILS

Contract Type: Limited, 1 Year / Full-Time  
Country / City: United Kingdom / Birmingham  
Company: Beiersdorf UK Ltd.  
Job ID: 15570

### YOUR TASKS

#### Customer Supply Chain Development

- Collaborate with the customer's supply chain teams.
- Communicate any supply chain opportunities/initiatives that arise and agree how these can be implemented.
- Understand the Retailers extranet systems (if appropriate) and proactively provide solutions.
- Maintain all supply chain trackers, analyse data and recommend and communicate action plans to all relevant personnel.
- Co-ordinate plans to ensure service level, stock levels, new launches/range changes are effectively managed.
- Support the Internal Sales Team to ensure monthly and annual Sales targets are achieved by evaluating sales to identify opportunities. Communicate recommended actions to Customers Supply Chain contacts and implement accordingly.

#### Customer Focus

- Identify and communicate customers agreed measures/KPIs and make sure these become visible and are achieved.
- Liaise with the wider Supply Chain team to understand and utilise any tools and customer processes which can be implemented to achieve best practice within the supply chain.

#### Order Management

- Ensure all orders are processed correctly and efficiently to achieve service level targets

within all customers.

- Pro-actively support the wider team to ensure 'perfect order' is achieved on all orders and suggest any measures that will manage future order demands and reduce errors.
- Co-ordinates and communicates new line information, in a timely and accurate manner, to the customer.
- To conduct regular audits with the customer to ensure product logistical databases remain continuously aligned.

#### Relationship Management

- Establish yourself as a key member of a cross functional account team ensuring effective flow of information at all times. Lead information on Supply Chain matters.
- Develop Customer Supply Chain relationships in order to fully understand their day to day requirements. Respond to specific demands, identify and build upon areas for development in order to maximise opportunities, minimise cost and all key processes are understood.
- Plan and direct regular review meetings with customer supply contacts, involving internal and external contacts

#### Query & Customer Complaints Resolution

- Pro-actively reviews and resolves all delivery queries.
- Identify 'root causes' and recommend a course of action and gain required approval to resolve issues within a timely manner.
- Identify any process improvements and put these in place to ensure no re-occurrence and maximization of cash flow.

#### Reporting

- Completion of the service level scorecard, which includes customer KPI measures.
- Monitor and Analyse data and provide feedback to relevant parties with recommended actions.
- Monthly completion of service level information, including customer KPI's.
- Report daily orders against required targets and pro-actively communicate required action to National Account Manager's & Customer Collaboration Manager's.
- Prepare completion of internal reports to include customer activities, issues and opportunities that have arisen, along with proposed solutions that will be implemented within a stated timeframe.
- To continuously update the Customer Operations Executive customer profiles to ensure information is kept up to date so a high level of customer service can be provided on a consistent basis.
- Continuous monitoring of account specific measures and BDF availability and ensure communication via shortage and future risk reports.

### YOUR PROFILE

- Good communication, analytical and interpersonal skills.
- Able to express ideas clearly and effectively in all situations and actively listens to others.
- Quick learner of systems – such as SAP and competent in Microsoft excel.
- Good understanding of operational FMCG Supply Chain.
- Able to build strong relationships, influence and challenge others with strong perseverance.