

Leading MNC-FMCG Client is urgently looking for Customer Service Manager Location: Karachi



Job Description:

- **Job Title:** Customer Service Manager
- **Job Location:** Karachi
- **Salary:** Upto 70K

Job Specification:

- **Qualifications:** BBA/MBA (Marketing)
- **Experience:** 2 to 3 years

Skills / Requirements:

- Hands on experience of SAP
- Understanding of Power BI for driving excellence projects
- Complexity handling
- Stake holder management

Responsibilities:

- Working with Customer Development, Customer Replenishment Specialists, Customer Availability Specialists, and Stock Management to ensure external messages are simple, clear, and consistent.
- Ensure prompt and professional feedback to all ad-hoc customer queries, working with internal stakeholders to source information as required.

- Manage closely with Production Planning team the availability of FGs and Promised capacities.
- Manage the relationship with Distributors, Company's 3rd Parties, and other MSOs to ensure a collaborative atmosphere required to drive improvement processes related to service levels, cost efficiencies and loss reduction.
- Ensure Distribution Requirement Planning for FG and manage the day to day operation for planning and ordering Finished Goods.
- Facilitate the S&OP process by driving a structured Demand and Supply Reconciliation Process.
- Ensure Customer Service KPIs are embedded in all ways of working in terms of CCFOT, Order to Cash efficiency measures, Joint scorecards (Service, efficiency, cost).
- Ensure Stocks are within the Norm and manage DOH while maintaining the required Service levels.
- Provide latest view (week's delivery) against week's order to category stake-holders.
- Business Waste: Prepare and propose monthly provision for finished goods stocks of respective categories after aligning all stake-holders.
- Implementing supply chain initiatives with key contacts at the customer.
- Help business in moving towards Vendor Managed Inventory Model.
- Partner with Customers to understand their ROI & share solutions on helping customers & in return business avoid credit loss.

**Candidates having relevant experience and qualification can send their updated Profiles,
till **August 10, 2021****