



**Leading MNC-FMCG client is Urgently looking for
CUSTOMER SERVICE MANAGER – MODERN TRADE
LOCATION: KARACHI**

Job Responsibilities

- Responsible for managing online ordering portal & supervising order processing for all key accounts.
- Responsible for managing demand of the customer based on COTC (Core of the core) and ensuring stocks availability.
- Keeping the customers engaged on orders vs. deliveries status as well as resolution on pressing issue.
- Close coordination with CD stakeholders on SKU updates (Delisted/Freeze/Constraint/Activated)
- Responsible for maintaining targeted customer service level (DR & OTIF) via active engagement with planning & logistics team.
- Developing and maintaining digital ordering platforms.

Salary Up to 250k

Job Purpose

Customer Service Lead for Modern Trade; looking after key accounts including local chains like chase up / Imtiaz, international chains like Carrefour/Metro and National Accounts of USC & CSD. Key deliverables are the Weekly & Monthly Service Levels (Dispatch rate and OTIF) along with development on digital front to enhance customers' experience with Unilever Supply Chain. Role also involves stakeholder management with the Unilever Sales business partners and driving fuel for growth with them.

Job Requirements

- Bachelors/Masters degree in Engineering or Supply Chain
- 3+ years experience in Supply Chain in FMCG.
- Proven track record of analytical thinking, stakeholder management and team management.

Skills

- Stakeholder management
- Conflict Resolution
- Communication Skills
- Ability to work together with cross functional teams

**Candidates having relevant experience and qualification can send their updated profiles till
September 26, 2021**