



## Customer Supply Coordinator

To help deliver our goal of providing excellent customer service, a band-new role of Customer Supply Coordinator has been created within the Planning Team in the Tea-Packing division of Ringtons Ltd.

Reporting into the Planning Manager you will be the primary point of contact for our customers about their orders, and coordinate the product supply in line with the orderbook.

### Tasks and responsibilities

- Managing the open orderbook; liaising with production planning, production and distribution to ensure the required products are available on time and expedite where needed, mitigating any impending service failures
- Keeping customers up to date on their order status and answer queries
- Building and maintaining strong customer relationships, through regular phone, email and face-to-face contact. This role is the main point of contact for customers for questions on their orders, and will act as the main interface between customers and Supply Chain Operations.
- Capturing reasons behind service failures, providing root cause analysis and trend reports to help identify preventative actions to improve service
- Capturing optimisation opportunities within existing processes and suggesting new processes; finding new and better ways to operate to improve our customers' experience and help the business
- Updating and reporting on weekly and monthly KPIs
- Providing holiday cover for other team members

The ideal candidate will have previous experience in a customer facing role, experience within an FMCG environment would be beneficial but not necessary. A customer-centric individual, who is passionate about providing excellent customer service at all times. Someone who understands the principles of supply chain and has the ability to combine this knowledge with a customer focussed attitude.

This role requires someone who has strong communication skills, who is comfortable liaising with customers and key stake-holders at all levels. We are looking for someone with a high level of attention to detail, who understands the importance of deadlines and who can remain calm in times of pressure. Someone who is able to work independently and take responsibility and ownership of their role. You should have a positive and can-do attitude with a healthy dissatisfaction of a status quo, and will proactively seek ways to improve.

### Experience

- Experience in customer-facing roles, ideally within a manufacturing environment
- Experience working within/with Supply Chain
- Experience in working cross-functionally desirable

## **Key Skills**

- Intelligent and intuitive
- Customer-centric
- Able to work and think independently
- High level of detail
- Able to work to strict deadlines
- Positive, can-do attitude
- Communication skills
- Commercial acumen
- Problem solver, with strong analytical skills
- Think outside the box, and prepared to challenge the status quo

The role is full-time and permanent, with 25 holidays plus bank holidays, company bonus and pension scheme. The role is located at our manufacturing site at Balliol Business Park in Newcastle-upon-Tyne, but due to the pandemic the role will initially be fully remote. We expect to start a phased return to on-site working later this year. There will be potential requirements to travel to other sites and visit customers across the UK. This is a newly created role, so you will have the opportunity to really make it your own and develop into it.

Initial interviews will be held virtually through Microsoft Teams, later stage interviews may be held on-site at our manufacturing facility at Balliol Business Park.

## **About the company**

Ringtons is a proud family business first established in 1907 and best known for our tea. Many people first recognise us by our distinctive Brand that, although has its roots in the North East, operates throughout the UK and further afield.

The business is structured into two different operating streams; the Brand being one and the other being a specialist tea & infusions sourcing, manufacturing and fulfilment division that works with an impressive group of retailers and brands to manage and innovate their ranges.

Our manufacturing division is a diverse, complex, exciting and rewarding FMCG environment where we offer interesting opportunities to work within the world of the nation's favourite beverage.

## **About the team**

This role is part of the Tea-Packing division, ordinarily based at our manufacturing site. You will be part of the planning team, within the wider supply chain team. You will have a supportive manager and work with a diverse team of like-minded individuals.

If you are interested in this role please send your CV and covering letter to [Ashley.smit@ringtons.co.uk](mailto:Ashley.smit@ringtons.co.uk). The closing date for applications is 5<sup>th</sup> April 2021, interviews will take place from 12<sup>th</sup> April.