



INTERNAL VACANCY

Customer Analyst

Site:

Sertec Auto Structures- Wincaster House

Hours of Work:

Morning shift

RESPONSIBLE TO: Logistics Co-ordinator

Main Purpose of the Position:

- To ensure that all customer requirements are met in full on a daily basis. Delivery performance objective must be 100% at all times
- To liaise with manufacturing on all production and supply issues. The supply of daily production needs is mandatory
- To identify any schedule and TDS anomalies and inform customers in writing via e-mail
- To liaise with other departments on new projects and engineering changes, to monitor and control new part introduction and run outs
- To ensure customer requirements are made available to stores and despatch team leaders on a daily basis.
- To control and monitor unplanned deliveries and collections, data to be recorded in KPI or QOS format on a weekly basis

Principal duties and responsibilities – list main duties or tasks to be performed, define key responsibilities of the job-holder, list any KPI's and or reports that the job holder will have to compile detailing the frequency required.

- To ensure customer satisfaction at all times
- Avoid any line stoppage situations at Customer
- To supply relevant information daily to production planning and agree daily delivery plan in line with customer requirements
- To control and update the delivery requirements in despatch on a daily basis and issue the stores with picking lists on a daily basis
- To identify transport requirements and liaise with the transport controllers. Unplanned deliveries to be recorded and monitored.
- To identify any additional transport costs and forward costs to the Plant Manager to review
- To supply information on a weekly basis to the nominated responsible person for weekly review QOS format is required for reporting
- To monitor delivery performance and provide daily information. Data to be recorded in KPI or QOS format and presented back to the nominated responsible person on a weekly basis

These duties are not 'limited' or 'fixed' and you may be required to take on additional reasonable responsibilities as our business needs change

JOB REQUIREMENTS:

The successful candidate must have previous experience within a similar role . You will also possess excellent communication skills, both verbal and written as well as customer service skills. You will have very strong I.T skills

You should be self-motivated, extremely well organised, be able to multi-task and eager to learn. You will need to have the desire to gain a broad understanding of and a genuine interest in the logistics function. The ideal candidate will be confident, proactive, resilient and possess a desire to see something through to completion with a desire to constantly look at enhancing and improving systems and procedures.

Please apply for this vacancy via email and include a CV and 'detailed' covering letter stating the reason why you are applying and why you feel you would be suitable for this position. Please also include any preference you may have towards shift pattern and/ or location (site).

This letter should be addressed to: Natalie Warrington, H.R. Business Partner

CLOSING DATE FOR APPLICATIONS – 07/01/2022