



VACANCY NOTICE

Job Title:	Customer Analyst
Sertec Site:	Wincaster House
Hours:	AM Shift
Reporting To:	Logistics Co-ordinator

Main Purpose of The Position:

- To ensure that all customer requirements are met in full daily. Delivery performance objective must be always 100%
- To liaise with manufacturing on all production and supply issues. The supply of daily production needs is mandatory
- 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
- Ensure customer requirements are made available to stores and despatch team leaders daily.
- To control and monitor unplanned deliveries and collections, data to be recorded in KPI or QOS format on a weekly basis

Key Requirements:

- Always ensure customer satisfaction
- Avoid any line stoppage situation at Customer
- Supply relevant information daily to production planning and agree daily delivery plan in line with customer requirements
- Control and update the delivery requirements in despatch on a daily basis and issue the stores with picking lists on a daily basis
- Identify transport requirements and liaise with the transport controllers. Unplanned deliveries to be recorded and monitored.
- Identify any additional transport costs and forward costs to the General Manager to review
- Supply information on a weekly basis to the nominated responsible person for weekly review
- 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

How To Apply:

Please apply for this vacancy via email attaching a CV, stating the reason you are applying and why you feel you would be suitable for this position. Please note only electronic applications will be considered and a copy of the full Job Description available upon request. Please note, if invited for an interview, please, out of courtesy, make your current line manager aware.

This can be sent to Natalie.Warrington@Sertec.co.uk

Closing Date:

Friday 15th July 2022

“Sertec strive to create a welcoming and collaborative environment where all our employees can bring their authentic selves. We show respect and care towards one another and work together to create a safe and collaborative environment where all thoughts and opinions are welcome.”