



Customer Satisfaction Representative—Export

Established in 1888, WCB is a subsidiary of one of the world's largest dairy companies, Saputo Inc. We are one of Australia's largest milk processors at the forefront of the Australian dairy industry and a dynamic business. We sell high quality dairy products to local and export markets and are well-positioned for continuing growth and development through innovation and investment.

We are seeking a Customer Satisfaction Representative - Export to join our Customer Satisfaction team at our Allansford office on a 12-month contract basis. This position will report to Customer Satisfaction Team Lead.

The purpose of the Customer Satisfaction Representative will be to provide all existing and potential clients with a high level of customer service, whilst delivering prompt and accurate information pertaining to their needs.

Duties:

- Proactively manage our customers' requirements through the order to cash process
- Order entry – processing and management of daily orders
- Customers key point of contact for order related queries and follow up
- Work closely with our sales team to ensure high standard of customer engagement
- Work with internal stakeholders to ensure order fulfillment (QA, Planning, Logistics)
- Work closely with SOP on stock issues & revert to customers

Essential Criteria:

- Customer relationship management
- Attention to detail
- Problem solving
- Process driven
- Internal & external stakeholder management
- Whilst not essential, export regulatory knowledge and experience within a sales environment would be highly regarded

Employee Benefits:

- Employee Discounts on Company Products
- Salary Sacrificing
- Training & Development Opportunities

If you believe you have the necessary skills and experience to meet the above requirements we would like to hear from you. Please submit your application to:

Email: aus.recruitment@saputo.com

Applications close Monday 23rd April, 2018

*Warrnambool Cheese and Butter is an equal opportunity employer
As we receive a high level of interest in our opportunities, only short-listed applicants will be contacted*