



Customer Satisfaction Team – Senior Representative

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 qualified and experienced Customer Satisfaction Team – Senior Representative to join our Customer Satisfaction team. This position will report to the Customer Satisfaction Team Domestic Lead.

The purpose of the Customer Satisfaction Team – Senior Representative is to assist with leading the team to proactively manage key customers' orders through the order to cash process; from order entry, throughout pick, pack, despatch, delivery and invoice.

Duties:

- Lead the Distributor and Retail Customer Satisfaction Team representatives
- Customer point of contact for process improvement and issue resolution for order to cash process
- Key point of contact with internal and external stakeholders for process improvement and issue resolution throughout the Order to Cash process
- Build stronger relationships with our key customers purchasing teams
- Support Customer Satisfaction Team Domestic Lead

Desired Criteria:

- A thorough understanding of Order to Cash process within FMCG
- Excellent customer relationship management
- Proven ability to lead a successful team
- Ability to build and manage internal and external stakeholder relationships
- Strong problem solving
- Be process driven

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 26th March, 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*