

Customer Service Specialist at Unilever

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); On any day, 2 billion people use Unilever products to look good, feel good and get more out of life – giving us a unique opportunity to build a brighter future. Great products from our range of more than brands give us a unique place in the lives of people all over the world. When consumers reach for nutritionally balanced foods or indulgent ice creams, affordable soaps that combat disease, luxurious shampoos or everyday household care products, there's a good chance the brand they pick is one of ours. Seven out of every ten households around the world contain at least one Unilever product, and our range of world-leading, household-name brands includes Lipton, Knorr, Dove, Axe, Hellmann's and Omo. Trusted local brands designed to meet the specific needs of consumers in their home market include Blue Band, Pureit and Suave. Whatever the brand, wherever it is bought, we're working to ensure that it plays a part in helping fulfil our purpose as a business – making sustainable living commonplace.

MAIN JOB PURPOSE:

Supports the end-to-end order management process, Customer returns, deliveries, and Supply claims processing. He/She will drive collaboration, manage on time in full delivery of customer orders and ensure continuous engagement with Key stakeholders for seamless customer service operations.

KEY ACCOUNTABILITIES:

Manage the Order Management processes from order collection to order delivery and return, aiming to provide the best possible service level towards our customers. In line with

the standard operating procedures. This is between the local and regional teams.

Implement and Maintain Standard Operating Procedures within the customer service department

Support implementation for Customer Service modules, including ERP and any other systems. Participate in all necessary tests to make sure systems run according to core model processes.

Maintain key performance indicators within customer service i.e. service level and cost management

Collect and follow up customer orders on SAP. Ensure a close follow up of daily order entering and guarantee strict order management accuracy.

Work closely with Finance, Customer Development and Logistics departments to reduce order cycle times and improve fill rates while controlling the cost of serving customers.

Work closely with Finance to ensure timely booking of claims. Most importantly to maintain a clear audit record related to department activities.

Maintain a weekly shipment outlook and lead weekly/ monthly meetings with all stakeholders to review order status, priorities, and challenges.

Customer service performance management reporting and including management reviews

Key Interfaces:

Logistics EA manager

Customer Service Excellence Manager

Area Sales Managers & National Sales Manager

Customer Account Manager

Category Planning Managers

Transport & Warehouse Manager

Requirements

KEY SKILLS

Strong stakeholder management skills and ability to influence cross functionally.

Solution driven with the willingness and ability to implement innovative ideas.

Good communicator with the ability to form and maintain good relationships internally and externally.

Strong interpersonal, negotiation and influencing skills.

RELEVANT EXPERIENCE:

University degree completed in relevant field preferably.

Minimum of 3 years' experience within a supply chain organization

Excellent working and analytical Knowledge of SAP and Excel

Strong analytical and numerical skills

Strong interpersonal and presentation skills.

Overall Order Management process knowledge

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Cross References and Citations:

1. [Customer Service Specialist at Unilever Astronomyjobs Jobs Kenya Astronomyjobs ↗](#)
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