 **Customer Operations Coordinator**

**Italy and Europe South**

Primary responsible for the day-to-day operations in Italy, covering both exports and imports orders from the customer base mainly for Italy, with the support of our local agent and in line with the operational KPI’s that are in place for Europe. Also responsible for managing the day-to day relationship with Italian customers, supporting the commercial actions from the South Europe M&S office. Position based in France / Le Havre

**Line Manager:**  Customer Relationship Manager (Operations) South Europe

**Working Hours**: 37 hours week

**Office location**: Le Havre / France

**Back-up**: CRMO / Other COC

**Expected** Bilingual in Italian / Knowledge of the Logistics industry

*RMES: Regional Manager Europe South*

*CRMO: Customer Relationship Manager (Operations)*

*CRMM: Customer Relationship and Marketing Manager (Sales)*

* Operations for Italy and South Europe:
  + Responsible for completing all import, export
  + Coordinate operations with the CRMO and the Italian agent
  + Follow-up operational and financial KPI’s and profitability reporting
  + Follow-up on claim, incident and accident with the CRMO
  + Optimize and control fleet
  + Commercial thinking, to maximise profits and continuously improve margins
* Suppliers:
  + Maintain, optimise and find new logistics concepts and solutions
  + Negotiate local rates in cooperation with procurement and the SE inside sales team
  + Follow-up costs and disputes
* Sales:
  + Maintain the relationship with existing and new customers based in Italy.
  + Assist commercial team with creating and updating (tender) quotations.
  + Actively seek new business opportunities from existing customer base as well as new target accounts in line with strategy and with the support of the CRMM
* Human Resources Responsibility:
  + Participate / complete the Annual Performance discussions with direct Line manager.
  + Review and acknowledge the annual Goals and KPI’s for each new calendar year.
  + Ensure all new processes re implemented and coordinated within the agreed upon deadline/s.
  + Indicate where training is needed.
  + Participate and complete any special HR projects / surveys where relevant.
* Other:
  + Assist direct Line Manager and or Regional Director with any special business related projects outside of the day-to-day scope as relevant, and required by the business.

**Explanation of work:**

Daily OPS:

* + Responsible for daily operations and Operations KPI’s.
  + Ensure customers are always notified on timely manner on any operational issues that pertain to any of their relevant orders. Make sure this is followed up on daily basis until resolved. Keep your supervisor and commercial account manager up to date on the progress.
  + Ensure that all Business Reports / Work Processes (Exceptions; Follow-ups; Un-invoiced; Demurrage) are completed in line with the regional KPI’s.
  + Ensure all Queries (Issues relating from Accounts Payable Errors) are completed and in line with the KPI’s
  + Ensure all Disputes (Issues relating from Accounts Receivable Errors) are completed and in line with the KPI’s
  + Ensure any additional costs are pro-actively communicated to the customers. With key focus on additional cost billing. (Imports and exports). Ensure this is billed out in timely manner and in line with the Standard Cost agreements in place.
  + Ensure at all times the One Way of Working is followed.
  + Maintain regular contacts with local suppliers : depot, trucking companies, shipping lines

Daily Sales :

* + Maintain regular contact with customers and prospects
  + Support Inside Sales for routing, cost database and extra costs
  + Check and update quotations, back-up if needed for some price quotations to customers
  + Resolve customer issues quickly and efficiently.

Weekly report / update : (There will be a Template for reporting weekly activity)

* + Deviation report – ensure this is completed and reported on weekly to management and direct line manager. Report any issues with a cost impact to the Operations Lead.
  + Sales forecast - ensure this is completed and reported on weekly to management
  + All claims.
  + All any incidents / accidents.
  + All customer complaints.
  + All Operational issues – with cost impact.

Monthly: (There will be a Template for reporting monthly activity)

* + Reporting – to be presented in the 1st week of the new month as part of the regional PRM.
    - Update on status
      * **Demurrage**
      * Exceptions
      * Un-invoiced
      * Follow-ups
      * Claims/ Incidents
      * Customer Complaints
      * Queries
      * Disputes
      * Absorbed costs