 **Customer Operations Coordinator**

Responsible for the day-to-day Operations in the European Region. This covers both exports and imports and in line with the Operational KPI’s that are in place for Europe.

Please refer to the relevant RACI chart\* in place for the office.

**Line Manager:**  Operations Supervisor (Regional Office)

**Working Hours**: 40 hour week

* Human Resources Responsibility:
  + Participate / complete the Annual Performance discussions with direct Line manager.
  + Review and acknowledge the Annual Goals and KPI’s before end of Jan for each new calendar year.
  + Ensure all new Processes agreed by management are implemented within the agreed upon deadline/s. This includes work processes; system updates and processes. Participate in training where needed.
* 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.
* Specific Remit: (Individual Basis)
  + Customer Operations Coordinator
    - For the area of Operations in Europe, the Operations Coordinator will be responsible for completing all Import; Export and Agent KPI’s\* as outlined below.
    - Work with the direct line manager (Supervisor) in addressing any claims; incidents and other operational issues.
    - Operations Commercial thinking, to Maximise Profits, Continuously Improve Margins
    - Cooperation with other regional operators to ensure we maximize efficiency.

**Explanation of work:**

Daily:

* + Assist in addressing any customer complaints that might arise from daily operations. Report on this issue to commercial account manager and Operations Supervisor / Lead.
  + Back-up work in case of absence from anyone in the team, either due to vacation and or sickness.
  + Work with Supervisor on any claims that arises from any of your customers / vendors.
  + Work with Supervisor any Incident and Accident reporting.
  + Ensure all Operational Relationships and KPI’s are met for the relevant customers and or vendors.
  + 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.
* Weekly: (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.
* Weekly report / update:
  + - 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