

Customer & Operations Support Executive (C.O.S.E)



Reporting to: Marketing & Ambient Trading Manager

Location: Head Office, Embassy Office Park, Kill, Co. Kildare

Salary: Undisclosed

Employment Type: Full time

This role combine's customer service and operations support with exposure and influence across all functions of the business. It involves developing, implementing and driving customer service standards through using your knowledge and customer service expertise. The COSE is self-motivated and manages the business, and customer, retail and wholesale relationships, with the primary focus on exceeding expectations in the area of customer service. The COSE is required to identify and develop opportunities to support retailers & our operations team, to grow their customer service levels throughout the group.

Profile of the Customer & Operations Support Executive:

Professional, bright and inquisitive with great attention to detail. Completes all projects accurately and in a timely manner. Can wear the hats of receptionist, technical expert, communicator and analyst; multi-tasking with ease, detailing everything and seeking to improve all elements of our business and offering. Passion for retail, empathy and problem solving abilities are essential

Requirements of the role:

- Develop relationships with each store to increase customer service levels to Gala retailers.
- First point of contact with customers it requires excellent interpersonal skills.
- Improve communication and business relationships across all stakeholders.
- Excellent customer service through friendly, accurate communication and great administration practices.
- Resolve customer and retailer queries by ensuring conclusive and excellent outcomes.
- Be integral part of Gala Chilled operation service to retailers
- Monitor retailer activity through in house performance measurements
- Achieve the agreed KPI's as set out by your manager
- Provide all information and reports as requested by your line manager

- Liaise with other departments within the group and fully support our operations team.
- Communicate and Implement company policy to retailers and team members.
- Influence Gala stakeholders to implement Gala approved systems.
- Help stores comply with all legislation by providing advice on training and 'best practice'
- Ad-hoc targets in line with the needs of the business.
- Devising and implementing appropriate operating processes, systems and procedures to ensure sustainable and consistent delivery of high quality, repeatable outputs and business results to meet current and future business needs.
- Reviewing, analysing and documenting all business processes to optimise efficiencies and effectiveness on a continuous basis.
- Protect the Gala brand/image/specification.
- Assessing customer loyalty issues and identifying ways to increase in line with expectations.
- Assist with store ordering processes and relevant administration.
- Identifying opportunities and/or challenges in the supply chain which contribute to or detract from the successful on-shelf offer for the consumer.
- Knowledgeable of all Microsoft Office systems and Microsoft CRM user.
- Delivering on specific brand building projects.
- Quality and timeliness of cross-functional communications.
- Timeliness of issue reporting and corrective action; Performance versus agreed service levels.

Experience / Skills Desirable:

- Retail background with customer facing experience
- Proficient in Excel, Word and PowerPoint
- Capable of writing SOP's and business process documents
- Capable of writing surveys and analysing research found.
- Knowledge of Microsoft Dynamics and CRM system.
- Knowledge of WordPress.
- Desire to progress within the business.
- Some knowledge of Food Safety Management and Implementation of HACCP.
- Some knowledge of Health & Safety, Fire Safety and HR & policy implementation.