



100% MADE OF NEW ZEALAND

China Customer Support Coordinator

Position Description

Our Vision: To become the world's most successful and sustainable grass-fed red meat company

Division: Sales

Reports to: Sales Manager China

Role purpose:

This China Customer Support Coordinator is responsible for supporting the Sales Manager China and the Shanghai office by providing exceptional customer service, administrative support and coordination of logistics execution relating to customer requirements.

Responsibilities include:

- Sales support and coordination
- Customer Service
- Oversee Logistics
- Value creation

Key relationships

External:
Customers

Internal:
Logistics
Production Planning
Sales staff
Shanghai office
Site support staff

Key responsibilities

Sales support and coordination

- Support the Sales Manager China with new and existing customer relationships including responding to initial customer enquiries
- Monitor Shipping schedules, Stock positions and Air Flight Orders
- Working with Dunedin based Marketing team to coordinate Marketing material stocks for the Shanghai office
- Enter and maintain sales contracts in the Trade system
- Assist with the drafting and updating of Sales Contracts
- Maintain the Customer Relations Database (CRM)
- Under the guidance of the Sales Manager China, follow up on sales queries to advise on suitable product and where appropriate close the sale
- Under the guidance of the Sales Manager China follow up on customer purchases and promote additional sales

- Obtain and maintain knowledge of all Silver Fern Farms products, offerings, marketing and pricing structure
 - Attend customer meetings with the Sales Manager China where required to provide translations
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Customer Service

- Provide administrative support to the Sales Manager China
 - Data entry activities as directed
 - Coordinate with labelling content and verification expert where appropriate
 - Provide a seamless 'Customer Enquiry Service' and actively solve issues and problems relating to:
 - Customer enquiries from China
 - Logistics issues
 - Claims process management
 - A variety of ad hoc enquiries
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Oversee Logistics

- Work closely with the logistics team to ensure effective turnaround of export logistics and solve any issues relating to changes in production affecting customers
 - Act as key contact between the Shanghai office and the New Zealand based teams
 - Coordinate communication regarding shipments directly with customers where directed by Sales Manager China
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Value Creation

Enhance the reputation and value of the company by:

- Developing and implementing new initiatives, within area of responsibility, that promotes Silver Fern Farms:
 - Assist with sales and marketing of opportunities
 - Ensure that Government (and other) policies and pending legislation are monitored to make best and timely use of these to exploit business opportunities and enhance value
 - Ensure key customers and industry influences are aware of innovative activities that assist to differentiate Silver Fern Farms from its competitors
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Competencies and professional expertise

- Commercial acumen
- Demonstrates excellent written, oral and interpersonal communication skills
- Keen attention to detail
- Accurate and energetic approach to business success
- Computer literacy. Ideally knowledge of in-house systems



- Well organised with excellent time management skills
- Demonstrated ability to delivery accuracy in work through a high attention to detail
- Ability to strictly adhere to processes and procedures.
- Ideally Bi-lingual – in both spoken and written Mandarin and English
- Prepared to learn and apply knowledge of MPI regulations

Core expectations

Customer focus - Proven ability to take ownership of issues

Adding value – Contribute to cross-functional projects and strategic initiatives

Values and Strategy – Live the Silver Fern Farms values and strive to achieve our strategic goals

Other duties – Complete all reasonably requested tasks in a competent and timely manner

Health, Safety and Wellness

- Follow all reasonable instructions, do not by action or inaction put yourself or others in harm's way
- Follow all company and legislative health, safety and wellness policies, standards, and procedures including wearing PPE and using safety devices as required
- Ensure your own fitness for work and carry out duties safely including reporting hazards, near misses and incidents immediately

