Downloaded from <https://www.velvetjobs.com/job-descriptions/logistics-customer-service>

# Example of Logistics / Customer Service Job Description

Our innovative and growing company is looking to fill the role of logistics / customer service. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for logistics / customer service

* Lead the liaison and stakeholder engagement of the Commercial team and Managing Director in Norway
* Direct line accountability for the OTC Teams (Customer Service) in Norway
* Interaction with centralised Supply Planning functions in the UK and Poland, ensuring production plans and inventory policies align to local requirements
* Financial Management, Delivery of Safety, Customer Service, Cash Collection, Cost Management, Forecasting and Project Delivery KPI’s across Norway
* Own the Integrated Business Planning process for the Norway market, supporting the development of demand planning and forecasting to best in class
* Identify, control and review critical processes to ensure that SOX/audit requirements, labour safety and security, environmental, data protection, legal requirements as well other Mondelēz International policies and regulations are implemented and followed
* Manage monthly shipment plans for entire ME countries with 3PO team
* Reconcile SO / shipment plans with SNP requirement , provide visibility to each country on monthly basis
* Provide mid-month & Month end reports to finance on CANN Achievements
* Supervise Customer service teams

## Qualifications for logistics / customer service

* Proven experience within FMCG Supply Chain roles in a multinational corporation
* University degree or equivalent in Business, Marketing, Finance, Supply Chain or Engineering
* Extensive knowledge and experience of customer service function and processes
* Experience role modelling behaviour, driving a team to results and establishing an approach to drive ‘great place to work’ mindsets and behaviours
* Experience of great business partnering with support functions HR, Finance etc – stakeholder management, support and motivation
* Experience of working in Customer Service Team and SAP processes