

Job Title: Customer Service Coordinator

Location: Based at HQ in Berrechid, with occasional travel to warehouses and distribution centers.

Summary:

We are seeking a dedicated and detail-oriented Customer Service Coordinator to ensure seamless operations in logistics and customer service. This role is pivotal in managing orders, overseeing inventory, and maintaining on-time deliveries. The ideal candidate will excel in optimizing processes, analyzing data, and fostering clear communication across teams to enhance operational efficiency and customer satisfaction. Minimal travel may be required to coordinate with external transport partners or suppliers. The new candidate will report directly to the Logistics Director.

Key Responsibilities:

- Manage and monitor stock levels, providing updated reports to teams.
- Analyze daily open orders, identifying and resolving delays or shortages.
- Oversee changes in shipping sites to address non-delivery issues.
- Monitor daily trucking operations to ensure timely transfers and deliveries.
- Supervise third-party service execution, including cost verification and service quality.
- Perform monthly analysis of transport operations and share insights with stakeholders.
- Track On-Time Delivery (OTD) metrics, conducting root cause analysis for delays.
- Compile and share monthly delivery performance reports with the finance team.
- Prepare and share delivery schedules with relevant teams.
- Identify process gaps and recommend improvements to enhance customer service operations.
- Verify SNTL payment files, ensuring the accuracy of mission route sheets, acknowledgment receipts, and invoiced amounts, and coordinate with the Treasury department.

Qualifications:

- Bachelor's degree in supply chain management, Logistics, or a related field.
- 2-3 years of experience in customer service, logistics, or supply chain management preferred.
- Proficiency in English and French is highly desirable.
- Strong organizational and multitasking abilities in dynamic environments.
- Advanced data analysis and problem-solving skills to improve operational efficiency.
- Excellent verbal and written communication skills for internal and external stakeholder interactions.
- Proficiency in MS Office (Excel, Word, PowerPoint) and ERP/TMS.

