

JOB DESCRIPTION
Customer Relations Coordinator
(Number of Positions : 1 / Location : **Tanger**)

Responsibilities :

- Analyzes, and monitors customer forecast reliability. Develops an adequate understanding of customers' requirements and needs (Customer Inventory, Consumption...etc.) in order to adjust and improve forecasts reliability.
- Performs, follows up, and updates delivery plan based on customer orders and priorities in order to optimize transit time & pick/pack/loading time.
- Receives, verifies, and enters timely customer forecasts and orders in the information system and provides feedback to customers.
- Deals with customers extra orders, urgent delivery requests. Coordinates customer's claims treatment process including products and packaging returns coordination (reverse logistics), actions plans progress and customer feedback.
- Advises about preparation schedule, generates pick lists accordingly (FIFO), controls and updates physical preparation progress .
- Prepares, communicates and reviews Outbounded Logistics KPI's and defines accordingly continuous improvement plans of processes, procedures and systems in line with the Logistics Department and company's objectives.

Qualifications and Experience :

- Bachelor's degree in logistics, Transport Management or Transportation Administration
- 1-3 years in similar position in automotive sector
- **French and English**
- Inventory processes, Supply Chain Synchronization, Transportation Management, Logistics Techniques, Customer Relationship Management, Manufacturing business processes, Quality Standards
- MS Office Softwares (Excel, Words, PPT, ..), MES, ERP applications.
- Behavioral competencies: Communication, Building relationships, Self development.