

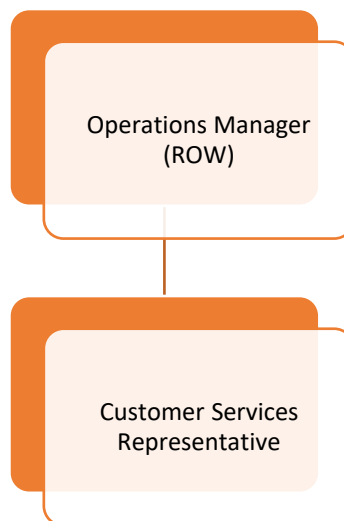
## POSITION DESCRIPTION

<b>Position Title:</b> Customer Services Representative – LATAM	<b>Direct Manager:</b> Operations Manager (ROW)	
<b>Budget Responsibility:</b> Nil	<b>Direct Reports:</b> Nil	<b>Indirect Reports:</b> Nil

### WHAT YOU'RE HERE TO ACHIEVE

**Key purpose:** The Customer Services Representative – Rest of World (ROW) plays a crucial role in ensuring exceptional customer experiences and satisfaction. This role involves interacting with customers, addressing their inquiries, resolving issues, and providing accurate information about products or services. The representative is responsible for maintaining a positive and professional relationship with customers and will strive for maximum efficiency in sales order processing and tracking to offer our customers the very best experience. Such exceptional customer service will directly contribute to the overall success of the Animal Management and wider Gallagher business.

### WHERE YOU'LL FIT IN #TEAMGALLAGHER



### WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Export Logistics, ROW Sales Team – KAMs, TMs, Marketing, Product Management, Technical Support Team, People & Brand Team – HR, L&D	Country Distributors/Importers, Local Resellers, Integrators, OEMs, End User Customers

## WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
<b>Customer Interaction</b>	<ul style="list-style-type: none"> <li>● Provide timely and accurate sales order management for our distribution partners and other channel partners across Latin America</li> <li>● Respond promptly and courteously to customer inquiries through various channels (phone, email, chat, etc.).</li> <li>● Provide accurate information about products, services, pricing, and policies, including New Product Launches and Product End Of Life (EOL).</li> <li>● Listen actively to understand customers' needs, concerns, and feedback.</li> <li>● Demonstrate empathy and patience while assisting customers, ensuring their satisfaction.</li> <li>● Proactively follow up with customers to ensure freight arrangements, payments, or other order dependencies are acted on time.</li> </ul>
<b>Issue Resolution</b>	<ul style="list-style-type: none"> <li>● Troubleshoot and resolve customer issues efficiently and effectively.</li> <li>● Liaise and collaborate with peers in Export logistics and other departments or teams to address complex or escalated concerns.</li> <li>● Follow established procedures to handle returns, refunds, credits, exchanges, and warranty claims.</li> </ul>
<b>Order Processing and Tracking</b>	<ul style="list-style-type: none"> <li>● Process customer orders accurately and efficiently.</li> <li>● Liaise closely with peers in the Export Logistics team to arrange shipping. Update customers on order status, tracking information, and delivery timelines.</li> <li>● Coordinate with logistics, shipping partners and inventory partners to ensure timely, cost-effective and accurate deliveries.</li> <li>● Follow up with internal and external stakeholders to facilitate completion of all tasks necessary to ship sales orders and maximize shipments (invoiced revenue) in every given month.</li> </ul>
<b>Product Knowledge and Inside Sales</b>	<ul style="list-style-type: none"> <li>● Maintain a deep understanding and knowledge of the company's products, services, and features to enable a seamless ordering experience.</li> <li>● Generate increased demand for products and solutions that best meet the needs of the customers.</li> <li>● Proactive about identifying inside sales opportunities, for example, excess inventory with special offers to move target stock.</li> <li>● Stay updated on product changes, updates, and new releases.</li> <li>● Provide product recommendations based on customer needs and preferences.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>● Analyze customer issues and determine appropriate solutions.</li> <li>● Offer creative problem-solving when faced with unique or challenging customer situations.</li> </ul>

	<ul style="list-style-type: none"> <li>Identify trends in customer concerns and collaborate with the team to implement improvements.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Keep OM and ROW sales team members up-to-date and fully informed on all relevant issues and/or obstacles pertaining to the prompt sourcing and shipment of product.</li> <li>Report and proactively escalate problems where required and expedite task completion wherever possible.</li> <li>Generate monthly sales order reports where necessary to ensure clarity of material availability and shipping dates.</li> <li>Maintain up-to-date notes on tasks, dependencies or blockages in CRM that may be preventing shipments from shipping expeditiously.</li> <li>Sales and Operations Planning (S&amp;OP) support for the ROW regions. Support OM with collation and reviewing of sales forecasts, assisting in the preparation of pre-demand decks.</li> </ul>
<b>Customer Feedback</b>	<ul style="list-style-type: none"> <li>Collect and document customer feedback, suggestions, and complaints.</li> <li>Share valuable insights and trends with relevant teams to drive improvements in products and services.</li> </ul>
<b>Cross-functional Collaboration</b>	<ul style="list-style-type: none"> <li>Collaborate with Distributors, other channel partners and the ROW sales team to ensure commercial input is incorporated into task prioritization.</li> <li>Collaborate with sales, marketing, and other departments to provide cohesive customer support.</li> <li>Share customer insights with relevant teams to enhance customer-centric strategies.</li> </ul>
<b>Professionalism and Communication</b>	<ul style="list-style-type: none"> <li>Maintain a professional demeanor and tone in all interactions with customers.</li> <li>Communicate clearly and effectively, both verbally and in writing.</li> <li>Adapt communication style to suit the customer's preferences and needs.</li> </ul>
<b>Performance Goals</b>	<ul style="list-style-type: none"> <li>Meet or exceed defined customer service goals, such as response time, first-contact resolution, customer satisfaction scores, and other sales fulfilment metrics such as order processing times, DIFOT, back-order minimization and maximized monthly invoiced revenue.</li> </ul>

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

## HOW YOU'LL BE DOING IT

### **Qualifications and / or Experience:**

- Experience in a Customer Services Representative role or similar.
- Experience in Sales Order Management.
- Qualification in Supply Chain Management, Logistics, Business Administration, or a related field an advantage.

### **Skills / Competencies:**

- Fluent in English and Spanish mandatory.
- Excellent communication skills, both verbal and written.
- Strong interpersonal skills and the ability to work well within a team.
- Strong problem-solving abilities and a solution-oriented mindset.
- Customer-focused attitude with a genuine desire to assist and serve.
- Willingness to learn about new products and industry trends.
- Proficiency in using ERP (SAP) for inventory management, customer relationship management (CRM) systems and other relevant software including the Microsoft M365 Suite.
- Ability to work effectively in a dynamic, fast-paced environment, managing and prioritizing multiple tasks simultaneously.
- Adaptability to succeed in a changing environment.
- Problem-solving skills and a proactive approach to overcoming challenges.

# Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

