

JOB DESCRIPTION	
NAME:	DESIGNATION: CUSTOMER SUPPORT AGENT
LOCATION: HEAD OFFICE	IMMEDIATE SUPERVISOR: MARKETING SPECIALIST
SUMMARY OF DUTIES/RESPONSIBILITIES: - Customer Engagements - Provide the first port of call for customers. - Respond to customer enquiries and/or direct as necessary. - Attend to walk-in, telephone and online customer enquiries. - Coordinate customer visits for ESA officers. - Customer Compliance - Maintain customer complaints register and escalate as necessary. - Provide monthly report on status of registered complaints. - Maintain a file for mill certification and other compliance material - Give customers material required for compliance, e.g. certification and questionnaires. - Assist customers with audit queries and follow up on outstanding submissions. - Request for customer concession if the product is out of specification - Customer Satisfaction - Provide a report on customer feedback and also report back to customers. - Assist as necessary in the conducting of customer satisfaction survey. - Assist in the distribution of promotional items as necessary - Customer Performance - Maintain an up-to-date file for each customer (data, allocation, performance, etc). - Monitor and update customers on their sales performance. - Share monthly statements with customers and report overdue accounts. - Sales Execution Support - Capture customer orders and issue release notes. - Monitor status of release notes against delivery reports. - Track shipment programme for each customer. - Assist with processing of export documents including stamping by relevant authorities. - Prepare proforma invoices and other cross-border documents as required.	

6. Administrative Functions
 - a. Transmit customer communication timely: office closures, warehouse operating times and requirements, price changes, etc.
 - b. Maintain record of world sugar prices.
 - c. Send memos, letters and other pertinent communication to customers.
 - d. Capture and maintain up-to-date customer information on ESA systems.
7. Marketing Activities
 - a. Participate in marketing initiatives (Nucane sugar promotion, etc).
 - b. Assist in public relations, CSI and other ESA events.
8. Export Documentation
 - a. Process Export Release Notes for every shipment (EU & REGION)
 - b. Process Invoices for every shipment (EU & REGION)
 - c. Process F178 documents for every shipment (EU & REGION)
 - d. Process SAD502 documents for every shipment (EU & REGION)
 - e. Facilitate in stamping of exports documents by taking them to the relevant authorities that is the bank, ERS and the Ministry of Home Affairs
9. ERP – Commercial Process
 - a. Process sales orders and generate release notes for Export customers.
 - b. Process credit memos for Export customers
 - c. Process debit memos for Export customers

ADDITIONAL TASKS:

1. Undertake any other duties as assigned

REVIEWED BY:

SIGNATURE:

DATE:

ACCEPTED BY:

SIGNATURE:

DATE: