

Position Description

Position	Customer Service Representative
Department	Supply Chain
Reporting to	Customer Service Manager
Location	Marlborough
Date	March 2026

Position Purpose:

The Customer Service Representative or CSR, will act as a liaison, provide product/service information, answer questions and resolve any emerging problems that customer accounts might face, with accuracy and efficiency.

The role supports various Supply Chain activities, including Logistics, Distribution, Exports, Production Planning, Supply Planning, Inventory Management and Customer Support.

Key Relationships:

External	Internal
<ul style="list-style-type: none">• Logistic providers• Bottling facilities• Customers• 3PL Warehouses• Freight Forwarders• MPI	<ul style="list-style-type: none">• Supply Chain Team• Sales Team• Marketing Team• Finance Team• Winemaking Team

Key Accountabilities & Tasks:

Customer Service

- Manage Sales Order processing and distribution for domestic and export markets.
- Manage Sales Return/Credit process.
- Ensure use of Customer Portals are documented and kept up to date.
- Provide back-up / relief support to the EU UK Logistics Co-ordinator as required.
- Generate Purchase Requisitions/Purchase Orders as required.
- Verify warehouse dispatch documents match pick requests and make the necessary adjustments where required.
- Monitor, investigate and resolve any customer stock discrepancy, invoicing or other queries as required.

Inventory Management

- Develop a monthly inventory reconciliation process, for all 3PL warehouses and clear out any variances found.
- Support slow moving inventory through regular reconciliation and develop plans to clear through.
- Manage 3PL inventory levels by ensuring optimum stock levels are in place, and replenishment plans align to customer draw off requirements.

Key Accountabilities & Tasks:

Export Management

- Coordinate bulk/contract wine movements with freight forwarder partners.
- Arrange export shipments with nominated Freight Forwarder, ensuring favourable bookings are achieved.
- Communicate any significant schedule/booking changes to key stakeholders (Customer, Sales Manager, Demand Planner).
- Apply for relevant certificates/registrations:
 - Certificate of Origin – Marlborough Chamber of Commerce
 - Certificate of Origin – Canterbury Chamber of Commerce
 - Organic Assurance Programme
 - Organic Wine Exporter Registration
 - Exporting Organic Wine – Certificate of Inspection
 - Registration with Chamber of Commerce new wines (China).

MPI - Compliance

- Set up/create batches in MPI's trade cert system.
- Monthly reconciliation of litres in MPI's system & apply for any litre adjustments as required.
- Facilitate bottle batch certification & samples.
- VI1 application for required markets.

Quality Control & Process Improvement

- Develop / update Supply Chain SOP's and ensure they are correct and in use.
- Identify and capitalise on opportunities to develop efficiencies within the Supply Chain team:
 - Process improvements.
 - Adopt common ways of working across functional touch points (Business Central processing, Sharepoint).
 - Drive system enhancements to improve and automate Supply requirements.

Actively participate in audits as required.

Health, Safety, Compliance & Standards

- Always abide to relevant legislation and the company's policies and procedures whilst acting within the capacity as an employee or whilst acting on behalf of Yealands.
- In relation to Health and Safety, environmental management, ethics, quality, and food safety responsibilities:
 - Comply with relevant legislation and related company's policies, procedures and standards are always adhered to.
 - Actively participate in related training.
 - Identify to your Manager areas where conforming to existing procedures will adversely impact adherence.
 - Report improvements or incidents through the company's reporting system and ensure investigations are completed, improvements identified and implemented to manage risk.
- Work with 'best practice' in regards to food defence and food fraud procedures.
- Actively participate in audits as required.

Person Specifications:

Education

- Supply chain qualification preferred, but not essential.

Experience

- Supply Chain experience in similar role (2 years+).
- FMCG experience.
- Logistics / Distribution experience advantage.
- Supply / Demand forecasting and production software.
- Knowledge of the wine industry preferred, but not essential.

Specific Skills & Attributes

- Time management – ability to manage multiple activities at one time.
- Computer literacy – demand forecasting / production planning software, Microsoft 365, and Excel competent.
- Strong communication skills – verbal and written.
- High attention to detail and critical thinking.

Core Competencies

Performance:

- Embraces the Health and Safety rules and regulations and applies the principles in all aspects of role.
- Customer focused and results driven.
- Approaches work with perseverance and composure.
- Quality decision making and ability to prioritise.
- Ensures all tasks are carried out efficiently and to the highest standards.
- Performs tasks to a commercially acceptable speed.
- Takes responsibility for the task.
- Keen to learn new skills and develop in new areas or coach others.
- Strong initiative – ability to work in isolation and alongside a team.

Teamwork:

- Is a team player and leads by example.
- Fosters a positive working relationship with other team members.
- Actively contributes as part of the team during meetings and team discussions.
- Shares information; respects and supports others.
- Performs fair share of workload.
- Willingness to assist and support teammates, when required.
- Builds a supportive and cooperative team environment.

Yealands Values:

- Attendance and time keeping to an acceptable standard.
- Acts with honest and integrity, willing to go the extra mile.
- Embraces the company mantra and builds upon the company culture.

This position description is intended to describe the general nature and level of work being performed. It is not an exhaustive list of all responsibilities, duties, or skills required, and the employee may be required to perform other duties (that they are skilled to perform) as needed.

Employee & Manager Acknowledgement:

Employee Signature

Date

Manager Signature

Date