

Customer Service and Logistics manager

A Great New Opportunity!

Overview:

Are you an energetic and challenge driven supply chain professional looking for your next exciting opportunity?

About the role:

This role, reporting into the General Manager, is designed to attract future talent into our team. We are looking for someone to play a key role in driving continued customer service excellence by managing our customer service and logistics operation.

You will support the Supply Team by managing the demand planning and customer service functions, managing our multiple 3rd party providers for freight and warehousing and assuming overall responsibility for the Organix distribution budget.

Who we're looking for:

The Baby Food category is a truly fast-moving environment, with new parents and customers entering the market with a frequency unlike many others, so we need someone who is able to keep on top of customer demand and requirements with a keen eye for opportunities to optimise the logistics set-up with our customers and 3rd party providers. You need to be someone who relishes the challenges associated with this type of role, as well as being a collaborative team player. The right person will be able to work cross functionally, have exceptional interpersonal skills as well as a "can do" mindset prepared to challenge the way things are done.

Must haves:

We are looking for someone with end to end supply chain experience in an FMCG supply chain role ideally with experience of working with the large Grocery retailers – including shelf-life management. A proven relationship builder who can demonstrate effective relationship management of third party warehousing and logistics providers.

Team fit is a big thing here at Organix so we are looking for a candidate who can fit in from day 1, embrace Organix and the high values that we hold from our food to our working practices.

Strong customer focus with the ability to work with multiple stakeholders

Excellent problem-solving skills

Good analytical skills with a strong eye for detail

Pro-actively propose ideas on how to improve ways of working and become more efficient combined with improving the overall customer experience

Ability to be a team player with strong interpersonal skills

Effective communication skills - both written and verbal

Self-starter with high level of integrity

Get energized by having many balls in the air, while having strong ability to multitask

About Organix

We are a business who put parents & consumers at our heart. Sustainable and ethical practices are a key function of our business and as the interface with our customers and consumers you will be expected to have a clear understanding of Organix sustainability policies, plans and practices and communicate these with stakeholders, as well as support in the delivery of initiatives.

At Organix we are proud of our spirit and values. We believe this is enhanced by creating a diverse and inclusive environment where people are empowered and can use their experience and knowledge to make a positive difference to our business.

Organix is an equal opportunity employer. We do not discriminate on the basis of race, colour, ethnicity, religion, marital status, age, physical or mental disability, pregnancy, gender, sexual orientation, gender identity or expression, or any other protected characteristic. All decisions are based on merit, competence, performance and business needs.

Other info:

We offer a great working environment with lots of benefits and this role will offer a competitive salary. If you think this sounds like a great opportunity we'd love to hear from you. Please send us your CV (including salary expectations) and a covering letter written in a style that you think is right for Organix. We'd also love to know what one key thing you would do if you got the job. If you have any questions or want to apply, please email us at jobs@organix.com

Location: Bournemouth, Dorset. This is a hybrid-working role with some working from home and the successful candidate will be required to attend the office regularly. There may be occasional travel involved with this role.

Hours: Full time, 37.5 hours per week. Monday - Friday.

