

## COMMERCIAL ENGAGEMENT LEADER

The Commercial Engagement Leader will lead and manage the Customer Experience at Sipcam Agro USA. This team is responsible for ensuring prompt and accurate processing of all product orders from the initial order to delivery of the product to the customer and resolving any issues that may arise during the process. Customer Excellence is the primary point of contact for general inquiries from the Commercial Sales Team and internal and external customers such as pricing, product information and scheduling, with the goal of always providing an excellent customer experience. He/She will be responsible for the management of all outbound freight for the company, including managing costs, organizing schedules/routes and ensuring that all legal requirements are met during transportation. This role will work closely with the sales managers to manage monthly sales forecasting, special pricing, promotions, product availability, and scheduling and logistics. In addition, He/she will assist in reconciling inventory, closing sales, and maintaining the slow and obsolete inventory levels.

This position is required to work full-time at the corporate office located in Durham, North Carolina. The Leader will work closely with the V.P. and Directors of Sales and Marketing maintaining the highest level of customer excellence through the following:

### Management

- Supervise day-to-day operations in the Customer Excellence Department
- Improve the customer experience by training and coaching the Team to provide the highest standards of customer care within a supportive and encouraging environment
- Set focused strategies for the Team to support the company's overall mission
- Create effective customer excellence procedures, policies and standards
- Maintain an orderly workflow based on priorities
- Establish KPIs to measure performance and report performance.
- Accountable for managing the logistical function working with 3PL partner, warehouses and carriers. Operate this function within budget while hitting customer targets for shipping.
- Assist the Team with tasks as needed

### Order Processing

- Process customer orders (phone, email, direct from the sales reps/managers) and encode them in the system
- Ensure proper pricing and terms are applied to all invoices
- Provide visibility to our 3PL on all orders to assure shipping as efficient as possible. Follow up on all shipping and deliveries, consolidate the information, and communicate the status of the orders to the sales managers in a timely and accurate manner
- Execute the invoicing process of sales orders including assisting the Finance Department by ensuring all sales are closed at month end
- Provide the customer "on order" status until the order is fulfilled
- Upsell products to customer maximizing freight

### Client Issue Management

- Communicate directly with customers by telephone or email responding promptly to inquiries and customer issues/problems
- Identify and assess customers' needs building sustainable relationships of trust through open and interactive communication
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

- Be a vigilant advocate for the customer with our internal commercial and operations team determining which departments are best equipped to handle the issue/problem and direct to the appropriate resource
- Keep records of customer interactions and transactions

### Logistics and Supply Chain

- Facilitate and manage all outbound freight shipments efficiently and effectively to meet customer demand and deadlines and resolve any logistics issues with freight carriers or customers
- Secure through our 3PL partner new freight carriers if required and manage all freight carrier relationships including negotiation of contracts with freight and FTL carriers and review to continually minimize cost
- Create new logistic procedures/processes to save time and cost and enforce existing policies/procedures to ensure company compliance thereof
- Logistical planning of product placement in warehouses ensuring product is available for shipment when needed
- Assist with inventory management and maintenance of quarantine material, and assist production manager with production issues
- Coordinates imports and exports, liaises with custom brokers for updated reporting procedures and valuations as needed.
- (done by 3PL now)Process all OSD/freight claims
- Proactive communication with the production and commercial teams for planning customer supply. (Alert commercial team of order trends, anything out of the ordinary, etc.)
- Participate in S&OP meetings as necessary
- Maintain the customer database file in the ERP system and make necessary changes including "Ship To" addresses
- Provide departmental updates to Finance Department to properly budget and forecast G&A spend
- Assist Accounting team with reconciling month end close for sales and credits/rebills
- Support purchasing manager & Operations with Ex Works purchases and inventory transfers

### Other Duties

- Manage monthly sales forecast with the Commercial team
- Assist finance and marketing in review and reconciliation of any programs
- Assist the Directors of Sales in creation of the slow-moving inventory report and other sales reports as requested
- Collaborate with commercial team quarterly to ensure proper pricing and terms are loaded into ERP system
- Review open sales orders with management and supply chain to ensure orders are filled in a timely manner
- Recommend potential products or services to management by collecting customer information and analyzing customer needs

### Education and Experience

- BS degree in Marketing or job-related field
- 7+ years of customer service team leadership
- 5+ years of logistics and supply chain experience
- Advanced knowledge of customer service principles and practices
- JD Edwards experience a plus
- Excel (intermediate skills)

### Key Competencies

- Strong leadership skills, team player and emotional intelligence
- Effective communication skills, i.e., understanding the needs of different stakeholders and communicating with them appropriately
- Creativity to develop new ideas for Team vision/goals or problem solving
- Strong decision-making skills

Good organization, time management, and delegation skills



**SIPCAM AGRO**  
USA, INC.

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