

Position Description

Position	UK/EU Customer Service Representative
Department	Supply Chain Management
Reporting to	Supply Chain Manager
Location	UK
Date	September 2025

Position Purpose:

The Customer Service Representative position is part of the Supply Chain Management department, reporting to the Supply Chain Manager, and is located in the UK.

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

Regular travel to bottling facilities and customer meetings may be required.

Key Relationships:

External	Internal
<ul style="list-style-type: none">• External suppliers (Bottlers)• Service providers – Warehousing & Distribution• Customers	<ul style="list-style-type: none">• Supply Chain Team• Sales Team• Marketing Team• Finance Team• Winemaking Team

Key Accountabilities & Tasks:

Customer Service / Logistics

- Manage Sales Order processing and distribution for the EU/UK customer base.
- Manage Sales Return/Credit process for the EU/UK customer base.
- Ensure use of both Customer & Supplier Portals are documented and kept up to date.
- Provide back-up / relief support to the NZ Customer Service team as required.
- Generate Purchase Requisitions/Purchase Orders as required.
- Support EU/UK market managers with customer activity
 - New Product setup
 - Product Deletion
 - Promotional activity
 - Sample requests

Bottler/Toll Processing

- Assist Production Planner with detailed production scheduling as required.
- Monitor replenishment plans for bottling partners across our global network and prompt necessary action on any shortages found.
- Work alongside our bottling partners to ensure they are following the agreed manufacturing processes and systems.

- Work with the master data and dry goods coordinator to ensure the short to medium term requirements for dry goods can be met against the production plan (consensus plan).
- Contribute and support the Supply Chain Manager in the development and ongoing use of the SC dashboards.
- Facilitate regular performance meetings with bottling partners to ensure partner relationships are maintained.
 - Develop SLA's and report on bottler performance
 - Record meeting minutes and share with key stakeholders: Bottlers, Supply Chain and Market Managers

Inventory Management

- Develop a monthly inventory reconciliation process and clear out any variances found.
- Manage slow moving inventory through regular reconciliation and develop plans to clear through.
- Manage working capital stock limits and ensuring the optimum cover targets are in place and being adhered to by ensuring the production plan requirements consider available stock and stock in transit.

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.

Key Accountabilities & Tasks:

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	<ul style="list-style-type: none"> • Supply chain qualification preferred but not essential.
Experience	<ul style="list-style-type: none"> • Supply Chain experience in similar role (2 years+). • FMCG experience. • Logistics / Distribution experience advantage. • Supply / Demand forecasting and production software. • Wine industry experience.
Specific Skills & Attributes	<ul style="list-style-type: none"> • 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.
- Knowledge of the wine industry preferred, but not essential.

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