



*Be an  
inspiration.  
Be Bayer*

At Bayer we're visionaries, driven to solve the world's toughest challenges and striving for a world where 'Health for all, Hunger for none' is no longer a dream, but a real possibility. We're doing it with energy, curiosity, and sheer dedication, always learning from unique perspectives of those around us, expanding our thinking, growing our capabilities, and redefining 'impossible'. There are so many reasons to join us. But if you're hungry to build a varied and meaningful career in a community of brilliant and diverse minds to make a real difference, there's only one choice.

## Customer Service Representative – Southern Africa (JO-2409-1066)

### Role purpose

// Execution of the best-in-class service through effectively managing customers to ensure customers' business needs are fulfilled and sales targets are met in partnership with the Commercial organization

### Key responsibilities and tasks

- // Interact with customers (directly and via sales team members).
- // Orchestrate the service relationship, acting as primary contact for assigned customer accounts
- // Seek customer feedback to track satisfaction level and identify solutions to improve experience
- // Receive, address & resolve any immediately addressable customer requests from customers and sales team members via structured communication (phone, email) e.g., order management - order entry, status check; order fulfillment – scheduling, ad-hoc – product returns.
- // Receive, document & resolve Quality & Service complaints (make records and close the cases timely etc..).
- // Influence Order in-take and delivery timing to achieve financial targets
- // Manage internal communication and alignment with various stakeholders like Commercial, Customer Operation, Supply Chain & Distribution and other support function teams i.e. Finance, etc...

- // Provide overall business updates & reports and customer account info (e.g., availability dates, delivery scheduling, targets, progress reports)
- // Ensure customer prioritization, delivery forecast targets and support product allocation management and reflect that in the SAP ERP System.
- // Conduct training sessions and influence customers to adopt new processes, tools, and systems
- // Identify and implement improvements in operational efficiency, customer experience, etc.. through continuous improvements with system automation, system & process improvements and/or enhancements.
- // Price Master Data management: Price confirmation on SAP with the Commercial Agreements team.
- // Ensuring prices & discounts applied are compliant with the defined Price lists, payments terms & defined Market Funding Programs.
- // Customer Master Data Management: Receive requests from commercial team, validate, document and submit to Master Data Teams for proper accounts creation & maintenance.
- // Creation of new accounts on Salesforce and ensure maintenance of correct customer information in the system.
- // Data analysis to generate weekly & Monthly report outs for squads to internal stakeholders –

Commercial, Production, Planning, Finance, Supply Chain, Marketing & Quality departments on performance tracking, order status, open order and supply risks.

// Audit & compliance: Adherence to Global Guidelines and local policies to mitigate risks, Preparation & resolutions. Checks & balance between CS, Fin & CA (Pricing, customers, products)

// Participate in customer service-related projects or initiatives, providing input and expertise to drive positive customer experiences and business growth

// Attend to any other duties assigned in line with job expectations

### Key Working Relations:

// Reports to SCM Operations Lead

// Supply Chain Operations Planner

// Customers/Customer Facing Units

// Country / country group leadership team, Commercial (incl. customer squads), Marketing, Regulatory, Finance & Controlling teams

// Country SCM/CS team

// Regional Planning, Distribution, Customer Service, Data and Digital and other regional mission teams  
Site logistics/plant planners, Quality teams, HSE and Procurement

// Commercial Agreements

### Experience, Skills and Qualifications

// BS/BA/Bcom in Business / Supply Chain Management, or related fields required; MS/MBA preferred

// 3-5 years of operational experience in Customer Service, Commercial, Logistics, Supply Chain & Administration, incl. managing teams (Strong domain knowledge in agriculture preferred)

// Key competencies: customer focus, strategic mindset, results orientation, collaboration, agility, conflict management, decision making, strong communication, interpersonal, negotiation, relationship management skills

// Knowledge of IT systems and tools, e.g. SAP ERP, Sales Force, EDI preferred

// Proficiency in English, Kiswahili, speaking any other Country Language is a pre

### Be part of something bigger:

To apply, share your updated CV to the below email address with the name of the vacancy in the subject line: [sea.recruitment@bayer.com](mailto:sea.recruitment@bayer.com)

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### Advertising Period:

9 September 2024 – 23 September 2024

### Position grade:

E13

### Employment type:

Permanent

### Location:

Malawi

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////////// Health for all, Hunger for none.

Bayer welcomes applications from all individuals, regardless of race, national origin, gender, age, physical characteristics, social origin, disability, union membership, religion, family status and pregnancy. We are committed to treating all applicants fairly and avoiding discrimination.