

Customer Service Officer

Function: Distribution & Logistics

OVERALL IMPACT

M

The Customer Service Officer assembles data, analyses processes and systems and proposes quality improvements. He handles complex service recoveries and assists in improving logistics service quality. He identifies areas for service quality improvements and performs service quality analysis. He coordinates closely with internal and external stakeholders to implement better service quality.

KEY TASKS	FUTURE VIEW OF TASKS (3 – 5 YEARS)		REQUIRED SKILLS
Assess customer needs and opportunities	L	<ul style="list-style-type: none">Leverage collected customer datasets in conjunction with trends analysis to generate insights on customer needs and business development opportunitiesIdentify key growth areas and feedback to distribution partners	<div>TECHNICAL SKILLS</div> <ul style="list-style-type: none">Data Interpretation and AnalysisWorkflow digitalisationData Storytelling and VisualisationEnvironmental Protection ManagementGreen Facilities ManagementBusiness Continuity Planning <div>CRITICAL CORE SKILLS</div> <ul style="list-style-type: none">Problem Solving
Understand customer requirements	M	<ul style="list-style-type: none">Conduct data analysis on customer datasets to identify critical requirementsApply predictive analytics using customer datasets to understand customer needs	
Refine customer service processes	M	<ul style="list-style-type: none">Digitise customer service and documentation processes where relevant to streamline workflow and improve ease of data analysisLeverage data visualization to identify logistics shortfalls within customer processes and recommend remediation	

Source: Ipsos Interviews