



**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.

Senior Customer Interaction Representative (SAC) (JO-2301-639)

Role purpose

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

Key responsibilities and tasks

Customer Interaction

// Understand customer needs, market specificities and commercial strategy in order to proactively develop targeted actions to ensure smooth business execution.

// Manage internal communication and alignment with various stakeholders like Commercial, Customer Operation, Supply Chain & Distribution and other support function teams (i.e. Finance, etc).

// Being the CI representative in alignment meetings with internal & external stakeholders

// Process & Governance Partnership with SC Excellence /IT for implementation of tools/processes.

// Support the CI team in the operative execution of the daily task.

// Partner with Commercial /Supply Chain team. Influence products take and delivery timing to achieve financial targets.

People Responsibility for the Customer Interaction Team:

// Help onboard new team members and support people processes/development

// Proactively drives corrective action when performance gaps are identified.

// Supports and coaches CI Representatives in the creation and execution of personal and business development goals, removing roadblocks where possible

// Coaches team through conflict, helping others stay focused on goals and resolving the conflict in a constructive and mutually beneficial

// Ensure KPIs and metrics are aligned with overall Customer Service vision and Utilizes KPIs and metrics to ensure that Customer Interaction

// Representatives perform and execute work in accordance with defined timelines and service level agreements, and adhere to all SOPs

// Communicate priorities to the team and ensure implementation accordingly.

// Act on issues escalated by the team, e.g., regarding product shortages, etc.

Experience, Skills and Qualifications

// Degree in Business / Supply Chain Mgmt, or related fields: MS/MBA preferred.

// 3 years of experience in managing a team.

// 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., ERP, Salesforce, EDI preferred.

// Proficiency in English, Afrikaans, speaking any other Southern African Country Language is a benefit.

Be a part of something bigger:

Link to apply: [Bayer Careers](#)

Advertising Period:
24 January – 7 February 2023

Position grade:
VS 1.1

Employment type:
Permanent

Location:
Isando – South Africa

//////////////// Science for a **better Life**

Bayer welcomes applications from all individuals, regardless of race, national origin, gender, age, physical characteristics, social origin, disability, union membership, religion, family status, pregnancy, sexual orientation, gender identity, gender expression or any unlawful criterion under applicable law. We are committed to treating all applicants fairly and avoiding discrimination.