



Job Title	Sr. Customer Care (New business)
Report to Manager	Customer Care Manager
Role Purpose	In line with Arabian Packaging strategic initiative of New Business development, facilitate and develop the successful on boarding of major new partners.

Duties and responsibilities

- Support, develop and manage the new business pipeline.
- Facilitate on-boarding process of new partners.
- Key interface in communications between the customer, NB team, planning and logistics.
- Analysis on selling price retention / increase and margin enhancement.
- Manage and report on-boarding OTIF (accuracy, timelines)
- With the new business team provide assistance on annual budget, monthly FC and Weekly beat.
- Operate and control an effective and efficient process from A to Z of on-boarding (pricing, quote, designs, forms, request and entering orders, production and delivery)
- Interface with customer quality manager to ensure all CAPA and reports provided within specified time.
- Develop key Account relationships with planning/WH store managers etc.
- Weekly reporting to Customer Care Manager/New Business Team Leader.
- Positively influence within the team with confidence with major brands/customers

Health and Safety

- Use of safety shoes and proper uniform
- Follow safety instructions put in place to prevent workplace injuries or accidents

Knowledge & Skill Requirements

- Bachelor's degree
- Experience within a customer facing role, B2C or B2B.
- Effective conversational/presentation skills.
- Team player
- English written and verbal fluency Essential / Arabic desirable
- Practical knowledge in using Word and Excel, use of Outlook. And ERP System

For interested candidates Please send your resumes to HR@arabpack.com – with the subject line mentioning the role that you wish to apply