



Job Title: Customer Service Advisor, Allflex Livestock Intelligence

Department: Customer Service

Position Location: 1 Green Croft Industrial Park, Stanley, County Durham, DH9 7YA

Requisition ID: AFUK#004

Allflex Livestock Intelligence is the world leader in the design, development, manufacturing and delivery of solutions for animal identification, monitoring and traceability. Our data-driven solutions are used by farmers, companies and countries to manage hundreds of millions of animals worldwide. By putting intelligent, actionable management information into farmers' hands, our solutions empower them to act in a timely manner to safeguard their animals' health and wellbeing, while achieving optimal production outcomes for a healthy food supply. Allflex Livestock Intelligence is a Livestock portfolio of digital products within MSD Animal Health.

As the largest provider of animal identification technology, we meet growing customer needs by providing over 500 million tags for identifying, tracking and monitoring animals every year and we monitor over 5.5 million cows daily, which allows access to real-time, actionable data and insights to help improve or enhance animal management and health outcomes.

With over 60 years of experience and around 1,900 team members worldwide, we have a global network of experts, each with a great depth of experience and unparalleled knowledge, who provide a valuable resource to farmers, companies and countries. Allflex Livestock Intelligence has manufacturing and technology subsidiaries in North America, Europe, Israel, South America, China, Australia and New Zealand. Our products are distributed in over 100 countries.

Through its commitment to the *Science of Healthier Animals®*, MSD Animal Health offers veterinarians, farmers, pet owners and governments one of the widest ranges of veterinary pharmaceuticals, vaccines and health management solutions and services as well as an extensive suite of digitally connected identification, traceability and monitoring products. MSD Animal Health is dedicated to preserving and improving the health, well-being and performance of animals and the people who care for them.

For more information visit <https://www.allflex.global/>

Job Description:

This position is responsible for providing an excellent telephone - based customer service to Direct and Trade customers. It uses strong relationships and product & legislative knowledge to ensure customer satisfaction and maximise sales opportunities.

Key Competencies:

- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Furthering customer engagement by offering consultative advice regarding a range of products and services.
- To process and manage end to end process for orders, following department SOPs.
- Promoting customer engagement with on-line platforms by coaching customers.
- Resolving queries/complaints from customers via phone, email, mail, website or social media relating to sales orders and take appropriate action including the liaison with associated external bodies.
- Supporting any promotional campaigns.
- Engaging with colleagues from other departments regarding new product information.
- To maximize sales opportunities by performing outbound calls to customers and using inbound calls as an opportunity to up-sell.
- Maintaining minimum productivity and accuracy levels.
- Any other duties commensurate with the role and remuneration package as deemed by management.

Qualifications:

Education Minimum Requirements

- English – GCSE level or above
- Math – GCSE level or above
- ICT – GCSE level or above

Required Experience & Skills

- Experience of a customer services role in a sales-based environment
- Experience of managing and resolving customer complaints
- Experience of working in a small team environment, managing a high workload and supporting others
- Customer orientation and ability to adapt/respond to different types of characters
- Ability to multi-task, prioritize and manage time effectively
- Positive Attitude

Preferred Experience & Skills

- Knowledge of the agricultural sector and Farming industry including working practices and legislation, and in particular an understanding of the Direct customer needs
- Good business awareness and background demonstrated via qualification or relevant career history

English

Search Firm Representatives Please Read Carefully:

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in place for this position will be deemed the sole property of MSD. No fee will be paid in the event the candidate is hired by MSD as a result of the referral or through other means.

Job: Customer Service

Travel: No

Shift : N/A

To **Apply Now**, please send your resume to AntellqJobs@MSD.com with the Acquisition ID included in the Subject.