

## Claims Coordinator

- Part time position – 25 hours per week
- Fixed term contract until 30 April 2020
- Competitive salary package

Saputo Dairy Australia is the largest dairy processor in the country producing a range of high quality products including delicious cheeses, drinking milk and culture products under renowned brands such as Devondale, COON, Great Ocean Road, Sungold, Liddells and Cracker Barrel\*. We are committed to bringing the very best choice of products to tables in Australia and around the world.

We are seeking a Claims Coordinator to join the Customer Service Team at our Allansford site. This position will report to the Team Lead, Customer Service. The Claims Coordinator is responsible for the coordination and follow up of all domestic and export customer claims and claims processing. The purpose of the role is to provide Saputo with meaningful analysis of the true costs of customer claims

### **Duties:**

- Implement end-to-end claims management process for domestic and export claims
- Ensure all claims are approved as required
- Enter claims into SAP for stock/non-stock claims and ensure new order reason codes are utilised to facilitate BI reporting
- Provide updates on the status of key claims performance indicators and distribute weekly report of claims KPI's to relevant audience
- Liaise with customers to provide status updates/information on current submitted claims

### **Essential Criteria:**

- Experience in a customer facing/sales analysis role
- Strong interpersonal, planning and organisational skills
- Ability to persuade and work collaboratively to meet organisation deadlines
- Demonstrate commitment to continuous improvement of processes within the claims function
- Experience with Microsoft excel
- Tertiary qualification in business or finance (desirable)

### **Employee Benefits:**

- Employee discounts on company products
- Salary sacrificing
- Training & development opportunities

To apply please refer to our careers page at <http://www.wcbf.com.au/en/Our-People/Current-Opportunities>

**Applications close 17th March 2019**

*Saputo Dairy Australia is an equal opportunity employer  
As we receive a high level of interest in our opportunities, only short-listed applicants will be contacted*