



Example of Vendor Relationship Manager Job Description

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Our growing company is hiring for a vendor relationship manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for vendor relationship manager

- The VRMs is responsible for stimulating steady process enhancements to present increasing operational efficiency in entire business partner processes
- The VRM troubleshoots all vendor partner problems and present to management as required
- A VRM must be able to predict future need based on trends and other factors
- Act as Primary point of contact for the Vendor and overall build and maintain effective working relationships with both internal and external business partners
- Responsible for ensuring that the vendor meets or exceeds the contracted services, measure performance against operational Service Level Agreements (SLA), and coordinate vendor activity to meet current and future operational requirement
- Spearhead and formalize critical service level definitions , service credits, penalties, calculation models, resource transfers and target operating model for the vendor
- Maintains vendor classification for over 500 vendors involved with the Technology organization
- Establishes and monitors SLA's in all applicable contracts
- Tracks and ensures that vendors are meeting and/or exceeding Key Performance Indicators (KPI)
- Ensures exit strategies and in place with a specific focus on highly critical vendors

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- Previous experience in Vendor Relationship Management (aprox
 - Strong knowledge of Word, PowerPoint, Excel (pivot tables,), SharePoint, e-room and other knowledge management sites and other office/computer systems
 - Minimum of a bachelor's degree in business, computer science or related field
 - Serve as the VMO contact for infrastructure managed services providers such as IBM, ATT, CapGemini and DxC Technology
 - 8+ years of IT experience in vendor management and in particular in the management and governance of IT managed services/outsourcing agreements
 - May serve as a resource to team members for escalated issues of an unusual nature