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# Example of Manager, Vendor Manager Job Description

Our company is hiring for a manager, vendor manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for manager, vendor manager

* You will be provided with a rare learning opportunity within an experienced team, working on high end technology and solutions
* You will be working on market leading software for the telecommunications industry
* Actively contribute to vendor cost planning and budgeting process
* Continuously seek information to improve the customer experience
* The performance of your product category determines your success
* Develop internal processes for the business on to how engage the temporary services vendors based in North America
* Implement vendor management governance, including dispute/issue resolution and escalation management
* Monitors day-to-day vendor operations and performance against service-level agreements (SLAs) and key performance indicators (KPIs), examines measured results for problem determination and root cause analysis, and works with the vendors on continuous improvement
* Build relationships with the external vendors to support our hiring objectives
* Partner with the corporate and BU leadership teams and Strategic Sourcing to identify and drive overall vendor cost optimization activities and/or outsourcing opportunities

## Qualifications for manager, vendor manager

* Display a professional mature approach when interacting with others
* Proven success in managing Outsource Partnerships, preferably in multi-site locations
* Strong aptitude for strategic thinking and planning
* Experienced project management ability
* Monitoring the tracking of service credits &/or penalties against vendor performance in accordance with contract commitments, and review negotiated rates and volume thresholds against aggregated spend, invoice charges, and financial commitments
* Work with vendor and/or business partners, as appropriate, to validate data and provide consolidated financial reports for business leaders as required