



Example of Customer Logistics Job Description

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

Responsibilities for customer logistics

- Under limited, to no, supervision, responsible for the customer relationship management of key revenue generating accounts
- You are responsible for the resolution of issues arising from customers, Sales, and brokers regarding orders and order status, order cuts, and potential issues
- You will create and develop ad hoc, and situation based action plans in order to mitigate service related issues to meet operational and financial metrics
- You are responsible for continuous improvements activities on assigned accounts
- You will lead the communication of critical product supply situations, internally and externally
- You will internally coordinates with all necessary departments to ensure optimal customer service delivery
- You will participate and contribute to projects as directed by the Customer Supply Chain Team Lead
- Develop the team to ensure engaged and experienced leaders delivering on continuous improvement and organizational effectiveness in a multi-matrix collaborative structure
- Inquiries through customer portals including checking for shortages, delivery schedules, discrepancies, routing instructions, inventory on hand at the plants, transit times, ASN receipt, set up expedites
- Communicate with sales regarding new Po's or technical documents

Qualifications for customer logistics

- Account management in conjunction with sales including all supply chain related activities
- Provide contract reviews, generate quotes, pricing reports, contract information, update SAP equipment records with appropriate warranty, extended warranty, customer and corporate
- Minimum of 4 (four) years of relevant experience in materials, operations, installations, logistics or related functions
- Intermediate level skills with MS PowerPoint such as working with templates, using multimedia objects and custom animations, adding interactions, and publishing completed presentations
- Expert understanding of supply chain operations process (order to delivery)
- Proven thorough familiarity with all ISC systems and tools - 100% familiarity with all ISC processes, work instructions, systems and tools to the point of being recognized as an expert and "Go to" person