



Example of Customer Supply Chain Manager Job Description

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Our growing company is hiring for a customer supply chain manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer supply chain manager

- Apply Lean methods and tools to identify and realize business process improvement opportunities that optimize efficiency and/or improve Service
- Implement and review service improvement actions plans per customer in line with CSC service roadmaps
- Meet regularly with (Global key) account teams and key Business stakeholders to align and agree actions that support business plans and review team performance to objectives
- Plan, initiate and review team process improvement projects for each team performance indicator utilizing a structured project management Approach
- Review, analyze and action team KPI's
- Support and drive tactical initiatives and pull-in actions to optimize revenue
- Builds and maintains effective relationships and partnerships with External Stakeholders (Customer's Supply Chain, Operation, Warehouse and Distribution and relevant parties) in driving joint KPI management to support the business growth
- Focus on alignment of Supply Chain End to End process with Customers and identifies customers' expectations to foster the collaboration agenda
- Be the Customer Facing Individual, and collecting Voice of Customers and working toward elevating overall customer experience
- Mentors and trains team members on systems and processes trading partners and groups in other business units or departments

Qualifications for customer supply chain manager

- Strong ownership, action driven, and discipline in establishing and improving processes
- Demonstrated ability to cultivate strong business relationships across a matrixed organization
- University Degree (Supply Chain/Engineering preferred)
- PE / Six Sigma – Green Belt / Lean an asset
- 5+ Years supply chain or project management, technical customer support or related experience
- Previous experience working with a commercial organization