



Example of Customer Supply Chain Manager Job Description

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Our company is looking to fill the role of customer supply chain manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer supply chain manager

- To communicate, persuade, and ensure proper execution in-line with the demand-forecast consensus and demand based supply chain / logistics capacity requirements
- In addition to CPFR responsibilities, this role is the single point of accountability for the effective implementation of sustainable, cost effective, supply chain processes
- Continue to enhance our strategic partnership across all three customers by driving service level improvements and implementing "win/win" supply chain initiatives
- Build and lead a high performing team (3 directs and multiple in-directs) intensely focused on improving service levels, increasing sales, and reducing supply chain costs
- Responsible for the operational execution of "special events" such as Black Friday and various "roll-back" programs
- Lead all Phase-In / Phase Out activities on dedicated products
- Facilitate and drive CPFR (Collaborative, Planning, Forecasting, & Replenishment) activities with both Walmart and Sam's
- Knowledgeable of SAP pricing procedure, SAP data fields, product allocation processes, customer prioritization, distribution network, transportation processes, rejection, and credit/returns processes
- Maintain common, business-critical, departmental master data and configuration related to customer and order management
- Work with Director of Technical Business System Processes, to develop

Qualifications for customer supply chain manager

- Direct experience with Transportation & Warehousing is strongly preferred
- Must have excellent Excel/Access/PowerPoint skills
- Industry supply chain trends and innovation (IGD / ECR)
- Be current on customer specific and organizational analysis of ongoing trends
- Prepare customer scorecard reporting and presentations
- Keep internal reporting on accounts and activities