



Example of Customer Supply Chain Manager Job Description

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Our company is growing rapidly and is looking for a customer supply chain manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer supply chain manager

- Lead and or participate in departmental/divisional/cross-company projects as assigned
- Provide report-out on performance results including identification of root cause failure to meet requirements
- Ensure stock availability, timely distribution and customer satisfaction
- Ensure company policies and procedures are applied consistently across customer service employees
- Audit unit activities periodically for compliance to business procedures and workflows
- Become the subject matter expert with order entry system in customer service function
- Develop and maintain evaluating metrics
- Provide customer service data and reports to management
- Risk prevention and mitigation
- Lead the NA Print Services Supply Chain team to deliver the required cost envelop, operational performance, and customer experience of ALL print customer segments and product groups, both consumer and commercial

Qualifications for customer supply chain manager

- Analyze customer requirements and create development proposals of SC&D approaches to increase customer satisfaction and loyalty

- Act as an internal advocate and point contact for global strategic customers within the Process Solutions, North American organization
- Coordinate with NA PS Supply Chain to Develop customer specific supply chain and distribution solutions
- Act as interface to commercial areas and end customers to improve supply chain service by way of developing communication channels from customer to supply chain team (delivery, back-order)
- Initiate work streams to Enhance customer experience, balancing service levels, responsiveness and agility