



Example of Supplier Manager Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of supplier manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for supplier manager

- Monitor and audit transactions against Supplier contracts to identify common compliancy issues and propose improvement opportunities
- Prepare ad-hoc reports in order to support management decisions
- Report into the Senior Manager for HR Operations, you will be a pivotal member of the team and the primary point of contact for third parties
- Drive the day to day performance of the supplier, analysing performance and continually reviewing service level appropriateness to ensure contracts are managed within cost, budget and service levels
- Produce regular performance related reporting and resolve performance related issues/escalations with third parties
- Review and analyse external trends and influences to support the development of supplier strategy
- Develop relationships across the business users to better understand and deliver customer requirements by responding to changes in the internal and external business environment
- Endeavour to deliver year over year cost savings with managed third party relationships
- Ensure that the sourcing project deliverables & targets are met and that deviations/risks identified are addressed with commodity manager and/or sourcing director
- Have a supply chain map at the start of the project and updated at every project gate

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- Minimum of 3-5 years of demonstrated work experience in a call center and/or outsourcing environment, including customer service management and/or technical support with email, chat, and telephony solutions in a large inbound call center
 - University degree in engineering, logistics or quality management
 - Proficient with MS software and especially Excel
 - Fluent in English is a must, both written and spoken
 - Leads stakeholder relationships and performance throughout all contract phases
 - Conducts and guides supplier assessments