



Operations Specialist, Vendor Management

Job Summary:

The Operations Specialist, Vendor Management is responsible for providing outrageous customer service while resolving customer concerns within an assigned group of suppliers. He or she ensures our suppliers are meeting agreed upon expectations for fulfilling orders and handling post-sale requests. This person will be the primary liaison between our suppliers and customers to drive service and quality. He or she is responsible for managing all post-order changes and service requests (cancellations, order charges backorders, etc.), working with both internal and external customers. He or she serves as the primary liaison between our customers and supplier and makes decisions about our customer concerns and fulfillment management to drive service and quality.

Reports to: Manager, Operations

Company:

Direct Supply is the nation's leading supplier of equipment, services and eCommerce systems to the Senior Living profession. Since 1985, we have assembled one of the brightest, hardest-working teams in America. Our high-tech culture is fast paced, and our business continues to grow at an astounding rate year after year. Best of all, we are a Milwaukee-based, 100% employee-owned company that offers great opportunities for ambitious, motivated people.

Essential Job Functions Responsibilities:

1. Manage the fulfillment and post order service for an assigned group of suppliers. Act as a liaison between our customers and our suppliers to manage the processes in a manner that aligns with our commitment to outrageous service. Respond to multiple requests over the phone or through email with internal and external customers and suppliers
2. Provide exceptional customer service to internal and external customers through a focus on quality and timeliness of resolution.
3. Initiate quality improvement strategies and projects to minimize the number of customer service concerns that are reported, collaborating with other internal departments as needed.
4. Drive supplier performance through the use of escalation and contract enforcement to meet performance benchmarks for the timeliness of resolution for customer concerns.
5. Develop and maintain product understanding and expertise for your assigned suppliers.
6. Utilize data to identify trends in supplier performance and service interruptions.

Minimum Qualifications:

1. Previous customer service experience
2. Demonstrated ability to provide strategic resolutions that are prompt and logical
3. Ability to self-motivate to set goals and achieve results
4. High energy with a positive attitude, proving a desire to succeed
5. Computer proficiency in programs including Microsoft Word, Excel and Outlook
6. Proven typing speed of 40 WPM or higher
7. An ability to use systems and technology to multi-task, manage time and create efficiencies
8. Proven track record of strong written and verbal communication skills
9. Assertive and strong willed – not easily intimidated
10. Demonstrated sense of urgency to handle situations with priority

Additional Preferred Skills:

1. Bachelor's degree in Operations, Supply Chain, or Business



Competencies:

- Approachability
- Peer Relationships
- Customer Focus
- Integrity and Trust
- Functional/Technical Skills
- Priority Setting
- Personal Learning
- Drive for Results
- Decision Quality
- Creativity
- Dealing with Ambiguity
- Conflict Management

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