

## **Supply Chain Manager/ Business Development Manager**

The Supply Chain /Business Development Manager is a strategic thought leader and primary point of contact for our service provider network for an assigned geographic market or region. This team member will focus on capacity/service planning and related sales processes, develop and execute on key financial targets and milestones for short and long-term goals and objectives. He or she will develop, design, market, and manage sales, service, and network optimization opportunities on behalf of the company. Applying market understanding to initiate unique solutions toward improved profitability, customer satisfaction, service provider performance and retention, will yield success. Overnight travel is required to service provider or client sites, approximately 50% of the time, within the assigned geographic market or region. The ideal candidate will either work from the company's corporate office or will live in a major metropolitan market within the assigned region, such as Chicago, Dallas, Los Angeles, San Francisco, Philadelphia, Detroit, Cleveland or in upstate New York.

### **Responsibilities**

- Conduct frequent in-person on-site visits with clients and service providers, reporting progress, activity metrics/KPIs, status, review and forecast of trends on market and pricing margins.
- Maintain a thorough and ongoing knowledge of industry trends, company products, services, technology and the business intelligence necessary to drive results and new business to the existing customer base.
- Proactively identify and build the volume of new business in the localized network or partner needs for assigned region; frequently a multi-state territory.
- Establish long-term relationships with partners and clients.
- Monitor and track shipments to clients, delivery of appropriate product/material, or management of on-site service.
- Forecast and manage supply chain network capacity plans and service metrics to ensure the highest level of success for our customers and national on-site labor service team.
- Negotiate favorable service provider agreements-pricing for profit, payment terms, receivables, documentation, legal limits, liabilities, etc.
- Track and monitor financial information, KPIs, accounts receivable and participate in resolution of other financial issues that arise between the company, client and/or vendor network.
- Partner with Supply Chain Operations functional teams to accomplish day-to-day priorities and stated company goals and objectives.
- Collaborate with cross-functional teams on the development of an effective and efficient communications plan and its successful delivery.
- Proactively manage and respond to day-to-day requests from cross-functional Supply Chain Operations and Executive Leadership Teams.
- Facilitate sharing of best practices across the organization and partner/vendor network.
- Make decisions that align with the company's core mission, vision, and values.
- Take measured risks, exercising sound judgement, respecting priorities, resource requirements and time allocation.

### **Qualifications**

- Self-starter, results oriented with a bias towards action
- Proven business professional with experience working in a high-performance team culture.
- 5-10 years of experience in sales, supply chain services, operations or customer service in a transportation, logistics or national service provider industry.
- Demonstrated experience in pallets, recycling and/or waste management industries.
- Demonstrated track record of successful customer relationship management.

- Proven ability to establish repetitive high-dollar/ high-value transactions throughout the entire relationship management process.
- Highly proficient in data analytics and computer proficiency skills. Microsoft Office programs, statistical programs and CRM program proficiency required.
- Strong planning and project management skills.
- Strong cross-functional collaboration, communication, and negotiation skills.
- Strong writing, interpersonal and presentation skills
- Bachelor's Degree Required, MBA Preferred
- Professional sales and negotiation training preferred.

EOE. A basic employment check and criminal background check are required in the interview process. Overnight regional travel is required.