



JOB DESCRIPTION

- Supply Chain Associate -

JOB IDENTIFICATION

Business Title: Supply Chain Associate / Customer Service Key Account

Job Classification Title: Planning and Account Management Associate

Department: Supply Chain

Location: Westwood, MA

Date: July 2018

SUPERVISORY RELATIONSHIPS

Reports To: TBD

BASIC FUNCTION

Summary: Surgical Specialties Corporation (SSC) is a rapidly growing, privately held, global medical device company focused on serving our customers in the Wound Closure and Ophthalmic clinical areas.

To act as a liaison for key distributors (both domestic and international); providing timely courteous services and information, processing orders, scheduling shipment of product, etc.

Support the supply chain management team with overseeing supply planning activities including build plan development, product availability coordination and product prioritization support.

OVERALL RESPONSIBILITIES

- Responsible for the preparation of account orders, administration of pricing (to include contracts) and handling of all correspondence with customers and company personnel dealing with purchase order(s) acceptance and inquiries, routing, shipping/delivery dates, pricing, specifications, product knowledge, and matters of similar nature
- Establishes a rapport and maintains a professional relationship between the company and it's customers.
- Work with supply chain planning manager to develop monthly build plans
- Work with Surgical Specialties manufacturing facilities to identify product availability timelines and support escalation and prioritization discussions
- Assures that pricing follows the established policy and that any deviation from this procedure will be reviewed by the Pricing Administrator and/or an executive level member of the company.
- After acceptance of order, processes customer orders through order entry system and delivery system:
 - Checks stock availability and allocates product in computer; advises customer as necessary.
 - Tracks orders through system, monitoring availability and/or manufacturing release dates, etc.
 - Upon notification that items are ready for shipment, designates method of shipment according to customer preference or "best way" considering service and cost.
 - Forwards completed documentation to shipping and receiving for processing of shipment.
- Consolidates daily/weekly supply priorities from customer service and communicates them via email/ phone to planners
- Measure week to week supply timing from planners to escalate production delays and misses, understand issues, and highlight build priorities
- Conducts sales vs. forecast reviews with Customer Service to ensure demand does not outpace supply
- Set build priorities and request production increases from planners when demand spikes or new large orders occur
- Maintain monthly Supply Plan to rationalize supply and demand, taking into account capacity
Establish build priorities given capacity constraints at component level (e.g. schedule FG with limited needles/blades)

JOB QUALIFICATIONS

Education: Bachelor's Degree required

Experience: Minimum of 5+ years of related experience

Other Knowledge, Skills, Abilities or Certifications:

- Additional experience or education in a medical specialty or related background is desirable; fluency in Spanish, French, German or other languages of developed countries is highly desirable.
- Two to three years' experience in account management dealing with disposable medical products; recent experience in ophthalmic, microsurgery and/or general surgery is desirable.
- Experience and knowledge of contract administration (both governmental and individual), pricing structures, order entry, terms, export requirements, shipping and delivery (both domestic and international) of medical products is preferred.

SURGICAL SPECIALTIES CORPORATION SHARED VALUES

Quality	Meets customer requirements, reliable and accurate, effective analysis driven by strong data, timely and fact-based decisions – assesses business impact, pride in our product. Highly creative.
Commitment to Success	Strong work ethic, responsive, stays focused, resilient, perseveres, accountable and takes ownership, constructively achieves goals, results oriented, customer centric.
Ingenuity	Customer driven, growth focused, embraces speed, nimble, minimizes bureaucracy, innovative, adaptable, shows a bias for action, takes calculated risks
Teamwork	Collaborates, open minded, drives consensus, open to feedback, involves others, respectful and listens, knows own strengths and weaknesses
Leadership	Takes initiative, drives required change, effectively communicates, motivates, and develops and mentors others, builds trusting relationships, is ethical and honest