

North America Customer Service Director - NEW00B

Description

Reporting to the Director, North America Supply Services, this position is responsible for the management of Customer Service activities in North America supporting \$3 Billion in gross sales for Reckitt Benckiser. Activities include overall management of order processing, electronic commerce administration, data management, export planning, customer specific teams and supply chain performance to customers.

- Responsibilities include managing a team of approximately 35 people across 2 Reckitt Benckiser logistics centers and 3 site locations.
- Establish a thorough knowledge of the important supply chain metrics and goals for priority customers and sales channels. Work with Reckitt Benckiser Sales and personnel within customer organizations to develop and execute business plans that will deliver joint value creation across the supply chain.
- Serve as a key Supply Services liaison between Reckitt Benckiser and our customers. Collaborate with Sales to conduct regular business reviews with customers that insure Reckitt Benckiser is knowledgeable of current and future customer requirements.
- Insure Reckitt Benckiser Management is apprised of evolving marketplace trends. Assist in the development of strategies that insure strong, long term business relationships with key customers.
- Develop the methods, procedures, systems, and analytical tools required to ensure Reckitt Benckiser resources can view our performance against customer KPI's (customer scorecards, continuous replenishment reports, in-stock reports as example)
- Lead the Customer Service activities to deliver high levels of service to the customer — complete order, on-time delivery, free of damage, and accurate transaction.
- Focus the efforts of the Customer Service Representatives and Continuous Replenishment Planners on business activities that insure communication with customers and sales is executed effectively and efficiently every day.
- Build processes and systems with Sales and Customer Marketing that insure flawless execution of all new product introductions, display shipments and promotional activities.
- Lead the activities of the Customer Service team to develop and maintain systematic planning activities with customers, sales, brokers, and Logistics Centers.
- Lead the customer specific teams and provide tactical and strategic direction to ensure both Customer and Supply Services agreed objectives are met.
- Develop, recommend and maintain customer service strategies involving logistics trade terms and cost to serve customer models. Focus the customer service organization on re-engineering efforts including systems and processes to reduce costs or improve efficiency.

Qualifications:

- A Bachelor's Degree in Logistics or a related business field is required.
- Must have a minimum of 8 years of progressively challenging work experience in the management of customer service, supply chain or sales, preferably in the consumer packaged goods industry.
- Must demonstrate a proven ability to lead teams toward achieving business objectives, along with the ability to encourage teamwork and foster career development.

- Solid understanding of sales and internal/external supply chain principles, processes and systems to include order management, transportation, forecasting, and warehousing.
- Experience with, and a high level of comfort in, contact with the customer both at an everyday operational level as well as senior level.
- Experience as a manager with direct reporting responsibilities. Demonstrated ability to lead and develop people.
- Ability to analyze data and assimilate relevant data into recommendations and decisions.
- High proficiency with computer systems and software applications.
- Superior communication skills - written, oral and presentation.
- Demonstrated ability to take charge, initiate action and lead improvements.
- Able to travel 20% of the time

Contact:

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