

## **JOB DESCRIPTION**

### **Customer Material Planning & Logistics Manager (Customer MP&L Manager)**

#### **Mission:**

The role of the MP&L Customer Manager (M/F) is to organize and implement the methods of processing customer requests. The MP&L Customer Manager (M/F) is the guarantor of the inventory management of finished products on the plant and of the flow of expeditions, while preserving the requested quality.

#### **Main activities:**

##### **Manage and lead a team:**

1. Leading and managing the team to achieve individual and collective objectives assigned to the department
2. Assess individual skills and performance, set goals for progress, propose salary changes, promotions, job changes and issue training needs
3. Ensure team cohesion and ensure the respect of the rules of procedures and the rules of the site
4. Manage indicators of the department and carry out the reports
5. Carry out annual and professional interviews of these employees

##### **Supervise the planning of the physical and human resources of the site by planners**

1. Ensure PIC / PDP animation from customer forecasts
2. Ensure production adherence to the established schedule
3. Alert the management of the site in the event of anomaly and / or risks of customer failures

##### **Coordinate shipping flows:**

1. Be responsible for coordination of distribution, sales administration, storage at logistics providers
2. Participate in setting up new customer flows

##### **Manage inventory management:**

1. Participate in the deployment of the inventory management strategy of the site
2. Determine the level of finished product stock of the site, in collaboration with the Scheduling Manager (SOP)
3. Ensure the accuracy of computer stocks vs physical stocks
4. Pilot inventories in accordance with the strategy defined by the Logistics Manager site
5. Ensure the completion of inventory gap analysis and the implementation of corrective actions

##### **Manage Customer Relationship :**

1. Be the privileged contact with customers in order to build a Business Partner relationship (customer satisfaction)
2. Participate in monthly activity management meetings with clients
3. Ensure that customers are alerted in case of risk of breach and / or breach (products, packaging ...)
4. Monitor customer disputes / claims and develop / animate the resulting action plans
5. Participate in the deployment of the employer brand to the client
6. Analyze the customer's needs on the short / medium and long term to make reliable the input data (EDI, CP ...)

**Desired Skills and Experience:**

**Job Skills:**

- Supply Chain management process (management of internal and external flows, stocks, shipments ...)
- Production Control and Material Planning
- Project management
- Management of customer relationship

**Specific Skills:**

- Good interpersonal skills
- Ability to prioritize tasks
- Analytical and synthetic mindset
- Strong written and verbal communication skills
- Team Spirit
- Leadership

**Education / Experience**

- More than 5 years' experience
- Engineering degree
- Experience in :
  - ✓ automotive industry
  - ✓ an international environment
- Fluent in French
- Operational in English

**Further information:**

Location: Rougegoutte, France