

<b>Job title</b>	<i>Customer Order Management and Logistics Representative</i>
<b>Reports to</b>	<i>Supply Chain Management</i>

**Customer Order Management and Logistics Representative Position Summary:**

Hudsonville Ice Cream’s foundation is built around excellent products, superior service, deep personal relationships, and innovative solutions. If this reflects your desires, abilities, attitudes, and you want an opportunity with a rapidly growing dynamic company and value a special culture – read on.

You thrive on interacting with Customers and Co Manufacturing partners ensuring their orders are entered and accurate. Details and order are your thing! You analyze data ensuring the customer information is accurate for the system to work exceptionally well. Your daily passion is ensuring a customer focused culture; leveraging creativity to exceed these expectations and build Trust.

But to you it’s more than Customer Service, you possess the attitude of being the Customers advocate and express urgency and collaborate across all levels within Hudsonville to achieve that expectation. You drive and foster open communication, solicit feedback about Customer’s experiences, share this information in an organized manner, and curiously establish continuous improvement plans to become even better.

You like to see the whole picture, supporting the account strategies through proactive analysis, getting that information to Customers for service levels, demand information, inventory levels, and production schedules. You seek to expand Hudsonville’s value with the Customer and are generous with information and develop and prepare a variety of reports to assist in managing the assigned accounts. Leveraging Power BI, or customers’ systems, you identify opportunities and trends and present that data in an effective manner.

You like solving the puzzles, you will use Customer order information to create and plan Outbound loads. Effectively routing tenders to carriers per routing guidelines; ensuring coverage for all loads. Establish, or approve appointment times for all relevant stops and monitor performance to identify risks. Communicating to stakeholders with status updates. You follow up with carriers and provide required information. Review accessorial charge requests for approval or denial by the Customer and work with accounting to ensure all charges are billed properly.

You are a team player and collaborate with the Distribution team on workload planning and timing of orders being waved into the WMS. Ensuring material availability and material allocation is effective and efficient for the team.

**Duties and Responsibilities:**

- Manage Execution - Must have strong ability to multitask and prioritize
- Responsible for all aspects of order management
- Excellent communication and collaboration skills under tight deadlines

- Ensure accuracy in items setup, order entry, account setup, and logistic invoicing
- Work with Customers on the organization and delivery of material
- Prepare and disseminate information to appropriate teams
- Support new customer onboarding, EDI setup, and obtaining accurate information
- Maintain a strong understanding of the new business sales cycle
- Monthly reviews and recaps of customer scorecards, inventory turns, excess/at-risk inventory
- Drive Continuous improvement activities

### **Experience**

- Passion for exceeding Customer expectations with two+ years of demonstrated account management
- Possess strong analytical skills with attention to detail and accuracy
- Proficient in Microsoft Office suite other computer software, such as ERP, WMS, Power BI, and SharePoint.
- Ability to become extremely proficient and knowledgeable to customer systems (i.e. Retail Link, E3, Supplier Net, Partners Online, etc.)

### **Qualifications:**

- Bachelor's degree preferred
- Comprehensive knowledge of order entry processes, systems, and overall customer support functions
- Ability to work independently and creatively
- Detail-oriented and the ability to learn quickly to leverage new concepts, technologies, and create new solutions.

### **Benefits**

- 401K
- Vacation
- Insurance (Health, Dental, Vision)
- Bonus Plan
- Partial Gym Membership

### **Why Hudsonville?**

Here at Hudsonville, we offer a first-class work environment with a real family feel. We appreciate and recognize the hard work, and dedication of our team members. We firmly believe that our employees fiscal, physical, and mental health are essential elements to our organization's overall success. It is with this philosophy in mind that we offer a competitive wage and benefits package that starts day one. Moreover, Hudsonville is committed to its team members continual growth and development.

<b>Approved by:</b>	_____ <i>Signature of the person with the authority to approve the job description</i>
<b>Date approved:</b>	_____ <i>Date upon which the job description was approved</i>
<b>Reviewed:</b>	<i>July 16, 2021</i>