



## **Job offering**

- **Supply Chain Coordinator / French and English**

### **Main Activities**

- Managing customer orders, planning and execution and arranging deliveries by choosing the best option from contractual carriers/vendors based on balanced price/value/delivery time
- Responsible for follow up the customer orders and upgrade and downgrade proposed Mode of transport and service level, in any stage of the process in order to ensure planned or changed delivery time by using most cost-efficient MOT
- Control and issue the order to carrier which route, MOT, cost and urgency carrier should use
- Ensuring orders with automated carrier selection match customer set-up.
- Providing timely update and proactively communicating with a client and all other parties in the process on agreed milestones/business events/ order status/ potential delay and option to mitigate delay
- Following-up on deliveries and shipments, updating systems and reports and keeping customer updated on requests in line with respective customer agreement
- Ensuring continued information flow between carriers/vendors/suppliers/ warehouse and customers
- Handling communication between supplier/vendor and customer and ensuring replies are given within agreed timeline
- Following-up on transport defects and ensuring root-causes and actions are documented with timeline
- Operational validation of orders for invoicing and assist finance on invoice verification
- Special preparation and lead during high peak seasons, Month End (ME), Quarter End (QE) and Year End (YE), highlighting logistics supplier cut-offs and providing reports/visibility
- Managing exceptions/claims/escalations/vendor engagement and relevant databases or systems participating on daily/weekly/monthly follow-up calls in order to resolve them within expected agreed service level or to eliminate delays
- Obtaining quote from suppliers to support customs ad hoc requests and managing ad hoc process
- Communicating status of performance result to the agreed parties, internal/external
- Communicating with Client/Supplier/Vendor when required to fulfil the tasks or manage escalation
- Reporting any deviations following the agreed process

- Support internal/external parties/departments/institutions with relevant documentation for related audits and business control upon request
- Training team members within his/her scope of work
- Complying with and implementing within his/her scope of work company's and clients' policies and procedures, Code of Ethics, ISO, LEAN; IIP standards
- Taking actions in order to provide added value and optimize supply chain processes within group, company and client in order to achieve satisfactory service

### **Candidate's profile**

- Preferable (but not limited to) Faculty of Transport and Traffic Engineering, Faculty of Economics, Faculty of Organizational Science, or similar
- One to three years experience in freight forwarding
- Reliable person
- High attention to details
- Teamwork orientation
- Ability to work under pressure
- Well-developed problem-solving skills
- Ability to be able to communicate both verbally and in writing in a clear and concise manner
- Fluent in French or/and fluent in English
- Advanced user of Microsoft Excel

**Application deadline:** 30.12.2021.

**Location:** Belgrade

**Submit your CV:** [vanja.dimitrijevic@geodis.com](mailto:vanja.dimitrijevic@geodis.com)