



MANAGER, FIELD CUSTOMER SERVICE

Location: VARIOUS REGIONS ACROSS NORTH AMERICA

Reports to: DIRECTOR, SERVICE

Background:

PECO Pallet, Inc. is an industry leader in providing four-way block pallet pooling services in North America. With a diverse portfolio of manufacturers and distributors, PECO currently services most US retailers, wholesalers, national clubs and foodservices. The PECO business model is to issue (ship), collect, repair, and reissue pallets from a robust service network of 130 locations throughout North America.

With the management team's wide range of experience in Supply Chain and Logistics management, PECO Pallet continues to lead the marketplace in superior quality and service by eliminating waste and driving supply chain efficiency. This commitment has led to rapid growth in manufacturing customers and distributors and reflects a strong value proposition that has been welcomed and embraced by many of the world's largest manufacturers and retailers/wholesalers.

Position Summary:

The Field Customer Service Manager establishes relationships with customers to develop pallet pooling solutions and ensures that all necessary physical and administrative controls are in place. The Field Customer Service Manager works with all levels of the customer's organization, including education of warehouse personnel on proper use of PECO systems, timely and accurate reporting, and physical inventory audits. The Field Customer Service Manager is responsible for all manufacturer and distributor relationships within the respective region and is accountable for maintaining asset control.

Key Responsibilities:

- Work with new customer locations on implementing PECO Operating Guidelines.
- Resolve all customer issues, including, but not limited to: pallet returns, transfer percentage, invoice issues, negative balances, dwell, and RED\diamondLINK® issues. Provide timely feedback to customer on all issues.
- Research and resolve all transaction problems to ensure reporting is reconciled in a timely manner.
- Manage the customer dwell time by continual enforcement of PECO policies involving control and asset utilization.
- Reduce damage rate by observing warehouse activity and emphasizing cost of misuse and re-use during regular service visits to warehouses.



- Support all assigned strategic special projects in specified time frame.
- Work with Sales to expand current business by demonstrating cost savings and benefits of using PECO within the supply chain.
- Pursue outstanding accounts receivable within customer base to keep invoicing payments current.
- Reduce number of manual transactions reported by establishing an electronic method of reporting within a customer location.
- Complete all audits on time, including the reconciliation and finalization of balance adjustments where required.
- Work with Operations to reduce product and service failures within assigned territory.
- Use MS Office programs (including Outlook, Excel, Access, and other business applications) to perform daily job functions and investigate customer concerns.
- Develop working knowledge of PECO's internal systems, including RED\diamondLINK®.
- Perform other duties as needed.

Qualifications:

- Education: Bachelor's degree in business or related field, or equivalent job experience.
- Minimum 5 years Supply Chain experience.
- Organizational, communication, problem solving, analytical and time management skills.
- Takes initiative; Ability to work independently to drive results.
- Computer knowledge including MS office (Outlook, Excel, Word, Power Point.)
- Commercial negotiations experience.
- Strong teamwork and communication skills to properly influence internally and externally.
- Project Management experience including issues/problem resolutions

Opportunity Summary:

PECO Pallet, Inc. is a rapidly growing business that has been successfully competing in the marketplace and is gaining recognition and support from some of the world's largest manufacturers and retailers/wholesalers. PECO is in a position to maintain 50% growth per year and is looking for the right candidate to drive growth and performance in a fast-paced entrepreneurial B2B environment.

Compensation:

A very competitive package will be offered (base, bonus).

Travel:

- 50%+
- Will be more during initial phase.