



Posted May 2, 2012



**POSITION VACANCY:** Supply Chain Manager / Procurement

**BUSINESS UNIT:** NESPRESSO  
**DEPARTMENT:** SUPPLY CHAIN & PROCUREMENT  
**LOCATION:** MONTREAL  
**REPORTS TO:** COUNTRY MANAGER

*Nestlé Nespresso S.A. is the market leader in premium portioned coffee and one of the fastest growing operating businesses of the Nestlé Group.*

**MISSION OF THE JOB:**

Ensure supply/ availability of finished goods and services in order to optimize customer service (as a competitive advantage) at the lowest Total Supply Chain Cost. Establish the appropriate regional organization structures including 3<sup>rd</sup> party suppliers to support our growth objectives and realize the vision of the Company. Manage the development and evolution of the Supply Chain & Procurement function (In Home and Out of Home) in the Market/Region. Drive the development and implementation of best practices in Supply Chain & Procurement that will ensure efficiency and effectiveness of our operations.

**Key Responsibilities:**

***Supply Chain & Procurement***

- Implement corporate Supply Chain & Procurement vision and strategy to support commercial objectives in the market/region.
- Leverage the Supply Chain & Procurement enablers to drive costs, services, quality, and competitiveness to be best in class.
- At market/ regional level, drive the development and implementation of best practices in Supply Chain & Procurement that will ensure efficiency and effectiveness of our operations through renovation and innovation of our business processes and regional/local processes and practices.
- Risk management in distribution, procurement and logistics
- Ensure compliance with Nestlé Corporate Business Principles and Supply Chain & Procurement Policies.
- Manage report and comment the business KPIs as defined on a regular basis.
- Recruit, develop, motivate and manage the team to deliver superior performance and results; manage and comply with the HR and Line Manager's Planning Cycle.
- Contribute towards and support the roll out of corporate/regional initiatives/projects.
- Actively participate to NN SC Forum (quarterly meetings, common activity planning).
- Contribute towards managing the OP/budget for the region/market through Supply Chain & Procurement initiatives.
- Establish budget and monitor the costs for SC & procurement related expenses.

### ***Specific: Procurement***

- Responsible for mapping spend and setting an adequate dashboard for on-going monitoring.
- Relationship management with key suppliers and Nestlé in the Market.
- Market's key contact (SPOC) for all Procurement related matters.
- Ensure compliance to corporate guidelines (Nestlé Supplier Code & Nestlé).
- Propose cost saving projects to departments based on spend & market analysis.
- Support and/or lead procurement projects.

### ***Specific: Supply Chain Planning***

- Lead the Consensus Demand Planning (CDP) in the market/region. Leverage efficient planning (and related processes) to ensure availability of goods and services as a key competitive advantage and to achieve operational targets.
- Manage InterMarket Supply Issues, partnership agreements, common IMSP applications and ensure integration at the planning and transactional level.
- Train the team and the 3<sup>rd</sup> party provider on the tools used in the Nespresso Supply Chain (NESSOFT, IMSP, WMS, SSCC, Complaints handling).
- Develop and manage the plans, forecasts with a defined horizon and optimize logistics, resources to ensure smooth and efficient business operations. Review Demand/Dispatch Plans on a weekly basis.

### ***Customer Services***

- Ensure highest possible levels of Customer Services.
- Manage the relationship with Logistics operators for boutique deliveries, B2B deliveries as well as Postal and Courier services for B2C and B2B.
- Manage the flow and control of the CHEP and other pallets for the market/region.
- Identification of regional/market and customer requirements covering the End to End process i.e. Order Capture, Fulfillment, Payment and Claims resolution.
- Manage all import and export related documentation, and liaise with Nestlé in the Market to leverage synergies as may be defined.
- Optimize and manage taxes, duties and customs procedures in keeping with regional/local legal and fiscal requirements.

### ***Internal Warehousing & Distribution Center***

- Warehouse and inventory management.
- Ensure that all aspects of our operations are compliant with Food Safety, Environment, Quality, Safety and Occupational Health related policies. Liaise with the T&QM of the Market for all food and Quality related aspects.

### **Key Performance Indicators:**

- Growth (RIG and EBITA)
- Capsule/Pod Sales
- Customer Acquisition/Growth in new Members
- Machine sales/capsule sales/placements
- Overall achievements versus OP/Budgets
- Machine Sales or placements (IH and OOH)
- Service Performance to Customers
- Stock cover
- Demand Plan Accuracy
- Product Availability
- Bad Goods levels
- Fixed and Variable Distribution Costs
- Internal & External Service Quality
- Cost savings
- Employee Insight Survey Indicators

**Qualifications:**

- Bilingual French /English (written and verbal)
- MBA/University Degree or equivalent with specialization in Supply Chain/Logistics
- At least 5-8 years experience of having worked in a similar capacity (logistics, distribution, procurement, exports/imports etc).
- Having worked with an International Company in a similar role would be an advantage.
- People management experience
- Use of Information Systems and Information Technology
- Planning, Organizing and Controlling of budgets and resources and targets
- Negotiation and influencing skills
- Problem Solving and Decision Making
- Autonomous/independent with the abilities to implement Company policies and guidelines
- Stress resistant and hard worker
- Team Player

**Leadership Framework:**

- Know yourself
- Insight
- Service Orientation
- Curiosity
- Courage
- Result focus
- Initiative
- Innovation & Renovation
- Proactive co-operation
- Convincing others
- Lead people
- Develop people
- Practice what you preach

Suitably internal qualified candidates should first contact their Department Manager before submitting their resume. **The closing date for this posting is May 18 2012.**

To apply online to this vacancy and all future vacancies, please access eRecruiting via Employee Services, click on Search for Jobs, click on the job vacancy and apply online. **REFERRALS WELCOME!** (All external applicants must access [www.nestlejobs.ca](http://www.nestlejobs.ca), Search for Jobs, click on the vacancy and apply online. Applicants can also directly send their CV to Claudia Rassi at [claudia.rassi@nespresso.com](mailto:claudia.rassi@nespresso.com)).

*Please note that only selected candidates will be contacted for an interview.*

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