

Key Account Program Manager

Job Summary:

- Be accountable for the healthy operation of the 4PL program of Moov's key client with a strong focus on possible improvements and innovation.
- Coordinate between all internal (e.g., Operations, Solutions & Products, IT Team) and external stakeholders and continuously optimize the supply chain set-up to ensure the best outcome for our key client. This includes working with suppliers, local agents, carriers, client teams etc. Monitoring the performance of suppliers, agents, and carriers. Work closely with Operations Team to proactively take necessary actions and measures to achieve operational excellence.
- Guide and grow internal teams to keep improving the service and solutions provided to our key client. This includes driving the improvement of our supply chain IT tools, focusing on data analytics and intelligent innovations.

Responsibilities:

- Provide customer-oriented service at all time, thinking for the client.
- Facilitate the provision of solution management, account management and enhancement of supply chain that meets and exceeds customers' expectations
- Manage customer issue escalations and lead the initiative to develop prevention and resolution for key customers. Establish corrective actions to mitigate problems based on root cause analysis
- Focus is not only on executing day to day operations, but also on playing a strategic role on developing further 4PL products for Moov.
- Working closely with the teams to improve service quality and identify new opportunities to drive operational excellence.
- Drive through operations team and be responsible for the preparation and delivering of regular business reports and reviews with customers and other stakeholders. This includes maintaining and improving the SOP's, developing and monitoring supply chain KPI's, leading collaborative planning
- Utilize available data through intelligent analytics and initiate new supply chain solutions / optimizations.
- Responsible for the success of continuous contract renewal with key client.

Qualifications:

- Bachelor degree or above
- Above 10 years working experience in Supply Chain/Logistics enterprise, especially with 3-5 years relevant working experience in (Key) Account Management.
- Experienced professional who wants to drive change management / improvement programs, collaborate cross-functionally and has a passion for exploring progressive solutions for key accounts.

- Previous experience working in and with multicultural and global teams.
- Enthusiastic leader, with the drive to create the best team outcome.
- Excellent communication (verbal, written, listening, and presentation) skills required in both Chinese and English (German is an advantage)
- Good motivator and facilitator to ensure that set targets are achieved
- Ability to gain credibility and trust internally and with customers.
- Being able to react and adapt quickly to constantly changing business environment and client request
- Strong analytical skills and creative thinking. Strong data analytic capabilities. Attention to detail
- Team player with ability to form, lead, and motivate a team. Being able to cooperate and coordinate with various stakeholders and partners in the program, while balancing each partners benefit.
- Striving for continuous improvement and operational excellence