

## Senior Key Account & Operations Manager

### Company Description:

*Are you ready to join an international company that is focused on creating sustainable products for foodservice and airline industries?*

Probably at some point in your life you traveled on the plane & ordered some food or went to your nearby takeout place to buy a salad for lunch. In this case, you might have seen deSter products and didn't even know it. A lot of people don't realize that both worlds of airline cabin equipment and food packaging can be exciting, but it is more than that. deSter is unique in its industry because we source, design, manufacture and transport products which are aesthetically pleasing, functional and environmentally friendly. Our purpose is to create sustainable food and travel experiences and we need you on this journey.

If you want to be a part of a company that strives to create a better and more sustainable future, you are in the right place.

### Job Summary:

Are you experienced in Sales? Do you want to work with one of our key customers? As Senior Customer Service & Operations Manager, you are located in Seattle, managing one of our Key Accounts. You are in charge of the end-to-end equipment life cycle ensuring always an exceptional service.

### Main Duties and Responsibilities:

- Structure and prepares quarterly business reviews (QBRs) with our key customer that will include reporting on Key Performance Indicators (KPIs) and updates on key strategic initiatives.
- Guarantees equipment tenders involving not only deSter but also other traders and manufacturers and manage flawless product implementation and menu change activities in alignment with customers' requirements
- Be the key point of contact in operational aspects including forecasting and stock management in the network (at station level and warehouse level), avoiding over stock and stock outs (service failures)
- Investigate, develop and implement corrective actions in the event of quality issues as well as adequate complaint management.
- Ensure timely and in full deliveries and replenishments according to customer specifications for nominated and non-nominated suppliers. This includes, through a team of buyers, running the material resource planning (MRP)

module, issuing call-offs and coordinating with equipment, food and beverage vendors as well as 3PLs to ensure a flawless supply chain.

- Manages our 4PL provider to ensure that all outbound, inbound and warehouse operations are executed flawlessly and according to customer standards.
- Ensure the team delivers a proper audit of material invoices and logistics service invoices, a smooth flow of information and interface with customers, 3PLs, material suppliers and stations and clarification of discrepancies and appropriate actions taken.

### **Requirements:**

- Bachelor's degree or equivalent.
- Minimum 7 years of work experience with at least 4 years of proven experience in the area of supply chain and account management in an airline related environment.
- Experience in managing and coaching teams to excel in customer service.
- Experience with MRP and Microsoft Office (Excel, Word, PowerPoint, Outlook), any experience with SAP or DRP is a plus
- Strong organizational, analytical, problem-solving and process improvement skills with the ability to work in a fast-paced environment and minimal supervision
- Openness to travel overseas and within the US up to 15%

### **What we offer:**

Joining deSter means you will become a part of an innovative company with sustainability at heart and colleagues & customers globally. We have low hierarchies and a hands-on mentality, with teamwork being of high value. Besides that, we also offer hybrid way of working (office/remote) and a team of colleagues that have a passion & enthusiasm for what they do.