



MILLENNIUM

Our vision supplies yours

CLIENT SERVICES

ROLE DEFINITION

Focus: *Proactively keeping our clients up to date with all orders, and acting as an advocate on the clients' behalf*

Reporting to: *Director of Purchasing*

Accountabilities:

- 1) **Continuously update and inform clients**
 - Follow open orders (sales orders and purchase orders) from creation to delivery
 - Provide the following information to the client: ship dates, tracking numbers, and delivery dates; create follow up dates to follow up on all orders
- 2) **Develop and maintain relationships with clients**
 - Deliver personalized service to all clients through phone calls and emails
 - Serve as an advocate for all clients
- 3) **Provide proactive problem resolution**
 - Apply creative, 'out of the box' solutions to prevent or amend client/order issues
 - Uphold the Millennium Service Promise that Millennium will do everything to ensure that the client's project stays on time
- 4) **Work closely with vendors and suppliers**
 - Build and maintain relationships with vendors and suppliers; serve as 'voice of the client'
 - Work collaboratively with vendors and suppliers to ensure client expectations are met
- 5) **Work closely with both the sales and warehouse teams**
 - Build and maintain relationships with sales and warehouse teams; serve as 'voice of the client'
 - Work collaboratively with sales and warehouse teams to ensure client expectations are met
- 6) **Process RMA/VRA's**
 - Ensure all data is entered accurately into the system
 - Track and monitor RMA/VRA's through completion
- 7) **Create stock transfer orders**
 - Ensure all data is entered accurately into the system
 - Track and monitor all stock transfers through completion

Daily Expectations:

- 1) Process daily line item report within 24 hours
- 2) Initial updates are sent to the client within 24 hours of order creation
- 3) Create follow up dates for all new orders
- 4) Create drop ship fulfillments
- 5) Ensure that the warehouses are inputting stock item fulfillments correctly
- 6) Ensure that the order entry processes are being followed
- 7) Ensure that all ship dates to the client are accurate
- 8) Fluidly communicate with all parties involved with an order

Weekly Expectations:

- 1) Prepare and actively participate in market Level 10 meetings

Monthly Expectations:

- 1) Supplier POS reports