



POSITION DESCRIPTION

JOB TITLE: Order Management Supervisor

DEPARTMENT: Supply Chain

REPORTING TO: Logistics Manager

Order Management (OM) Supervisor will lead Daiya's order fulfilment team to ensure timely and accurate processing of customers' orders in a collaborative, fun and rewarding environment. This is an integral role within the Supply Chain department and will engage with Sales, Planning, Production, and Logistics teams to provide customers with best-in-class order processing experience.

DUTIES AND RESPONSIBILITIES

- To ensure meeting team and departmental objectives
- To be the in-house expert on sales order life cycle process.
- To develop an efficient Customer Communication Platform and operate as a high impact team.
- To explore opportunities in improving current customer order processes (frequency, delivery policies to avoid late fines, etc.) contributing to logistics savings.
- To ensure order policy is followed in meeting minimum order quantity (MOQ) with proper lead time requirements.
- To work with logistics team in resolving delivery issues.
- To ensure Sales orders are processed and closed in real time.
- To ensure all daily customer (both internal and external) inquiries are addressed.
- To liaise with Sales and Finance teams.
- To be the key point of contact to ensure customer set up requirements are met, i.e., EDI set up, MOQ, lead time, delivery schedules, New SKU listing etc.
- To manage customer OS&D (Overage, Shortage and Damages) on deliveries.
- To assist in maintaining performance metrics and reviews.
- To support in team member's individual professional developments.

EDUCATION, SKILLS & EXPERIENCE

- Bachelor's Degree from College or University.
- Excellent verbal and written communication skills
- Minimum 5 years of demonstrated success in an identical or highly relevant role.
- Experience in the Food industry considered an asset.
- Experience in working with transportation carriers and have a good understanding of North American geography
- High EQ (emotional quotient) skills to facilitate cultural fit with the Daiya organization.
- Strong problem-solving skills with a can-do attitude. Love turning crisis situations into opportunities that lead to win-win results.
- Focused on establishing standard operations procedures (SOPs).
- Highly creative and high energy, able to brainstorm and implement new ideas.
- Strong interpersonal and customer service skills
- Ability to prioritize under the pressure of tight deadlines and manage resources accordingly.
- Exceptional organizational and time-management skills
- Experience with ERP or TMS systems
- Excellent working knowledge of Microsoft applications including Outlook, Excel, Word, etc.

- Exceptional Team player and builder with an open mind to accept and provide feedback.

BENEFITS

- Competitive wages
- Extended Health benefits fully paid by Daiya for your family.
- 3 weeks' vacation
- RRSP matching your retirement contributions.
- Annual personal health and wellness fund
- Fun and creative environment
- Inspiring and innovative work
- Smart and passionate teams
- Making people and the planet a healthier place

HOW TO APPLY

Please submit your application to careers@daiyafoods.com with "Order Management Supervisor" on the subject line.