

# Global Control Tower Manager – Global KA

Location: Shenzhen, Futian

## Job Purpose:

- The position will support one of our global key accounts, which is a major Chinese Telecom Company, market leader.
- Ensure proper collection and compilation of the Supply Chain information
- Generate deviation alerts and ensure proper resolutions
- Manage material and resources forecasting needs
- Ensure sub-contractors and vendors relationship management

## Job Description:

### Monitor and animate CT network

- Organize with regional CT monthly Business Review: Volume, KPI, Pending Issue, Achievement, Payment situation.
- Drive regular workshop/meeting/conference call for implementation of a new process, to review performance, to gather all parties involved in issue together.

### Performance management

Lead MBR (Monthly Business Review) / QBR (Quarterly Business Review) and reviews of KPI's

- Analyze performance per region, per country and alert KAM & GAM and local management of any business failure.
- Assist KAM & GAM in preparing QBR material.
- Coordinate with Regional CT, the CT audit and analyze result to define action plan to set up.
- Review with origin CT, the carrier performance on established routes, identify weak lanes. Transmit information to purchase department.
- Design tools with origin CT to measure carrier performance

### Business implementation

- Obtain expert knowledge in the relevant forwarding and logistics products and where applicable, recommend best practices for implementation.
- Participate in new traffic implementation process with all internal and external stakeholders.

### **Continuous Improvement**

- Liaise with *IT business solution department* to generate analyze report from TMS database (KPI, carriers performance, truck company,...).

### **Maintenance of E2E library, CT reports, Planet portal**

#### **Monitoring and data consolidation**

- Collect from regional CT, weekly, monthly and quarter KPI reports consolidated at regional level.
- Collect Risk calendar from regional CT, the origin CT and gateway contact on quarter basis.
- Collect latest Payment situation (Overdue, reason of frequent invoice rejection: Invoice error, missing attached documentation,...)

## **Requirements:**

- French native speaker with fluent in English.
- Degree in Business / Logistics / Engineering
- Minimum 7 years of related work experience in Freight Forwarding (Both Air & Sea Freight)
- Experienced in project management
- Well-versed in logistics operations
- Excellent Inter-cultural communication skill and management skill
- Ability to work under pressure, independently and as a team player, commitment to customer service and quality improvement
- Strategy & Logical thinking in lead to a win-win situation
- Proven track record and experience working in Asia would be a plus
- Knowledge in Contract Logistics and Supply Chain will be a plus

Please send your resume to: [sc-hr@ccifc.org](mailto:sc-hr@ccifc.org) with pictures and requested salary.