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Global Logistics Specialist

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Company: UCB

Location: Braine-l'Alleud

Category: other-general

Make your mark for patients

We are looking for a **Global Customer Svr. & Dist** to join us in our organization based in Braine-l'Alleud, Belgium.

About the role:

Within the scope of your responsibilities, you will ensure that UCB products will be delivered to our customers on time in efficient way and right quantities, following defined compliance standards and agreed procedures.

You will:

Manage ordering process and coordinate transport activities related to the commercial products including transport planning, shipping documentation and customs declaration.

Act as a unique point of contact for a high-quality customer experience for UCB Markets and ultimately the patients

Build a strong relationship with local Supply Chain managers

Be active and manage Markets queries by taking ownership/responsibility and liaising with the different internal departments, if necessary

Be proactive in identifying their needs and potential problems to continuously improve collaboration and provide the best possible service

Collaborate with applicable stakeholders internally and externally: planning, commercial,

finance, QA, master data, transport carriers, warehouse operators

What you will do:

You will follow up on low cover items and proactively co-ordinate with Planning to ensure timely delivery of products

You will act as intermediary between UCB Markets and supplying sites,

You will monitor daily open stock transfer orders for UCB Markets

You will analyze latest market/country information to understand mid and long-term supply requirements,

You will create deliveries (upon shipping schedule in place) and daily follow-up on shipments,

You will be in charge of the organization of transports and preparation of necessary documentation related to shipments, organized in accordance with the specific instructions of each customer, packaging site and inter-company customer including hazardous goods requirements when applicable, including for TPA deliveries

You will choose optimal mode of transport based on customer's request and list of validated vendors,

You will control transportation costs against agreed rate cards and spot quotations when required,

You will co-operate with external/internal WHs for the control and monitoring of receiving, storage and order preparation operations, including the management of Idocs related to these activities.

You will provide local Supply Chain managers with regular updates on their coming replenishments,

You will address complaints to appropriate departments in charge and follow up if necessary,

You will handle returns from UCB Markets to supplying sites,

You will execute contractual reconciliations or price transfers,

You will issue Credit/Debit Notes where applicable,

You will maintain client working instructions in Global Customer Service database & commercial client files in SAP for UCB Markets,

You will contribute in launch preparation for individual portfolios,

You will participate in operational meetings within GL

You will be in charge of the calculation and monitoring of KPIs followed during Tier meetings

You will maintain proper and accurate Pre-Shipment and Post-shipment Administration

You will take care of the management and follow-up of each customer's specific logistic instructions via customer file

For this position you'll need the following education, experienceandskills:

You are customer Service oriented

You are fluent in French and English, any other language is a plus

You have a functional knowledge of Supply Chain processes

You have a knowledge in transportation and Warehousing, preferably in the Pharmaceutical industry

You have a knowledge in Good Distribution Practice, Cold Chain Distribution, Incoterms and understanding of customs clearance processes.

You have experience with any ERP, Office (strong focus on Excel), SAP is a strong advantage

You are stress resistant, analytical, flexible, able to work independently, strong team spirit, excellent verbal and written communication skills and customer focused

You have exceptional organizational skills and excellent attention to detail

You have experience within the context of an international organization

Are you ready to 'go beyond' to create value and make your mark for patients? If this

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