

<b>Job Title:</b>	Customer Fulfillment/Service Manager
<b>Location:</b>	Belpre, OH
<b>Employment Status:</b>	Full-Time
<b>Reports To:</b>	This position will report to Director, Customer Fulfillment
<b>Travel (%):</b>	< 10 %
<b><u>Major Roles &amp; Responsibilities</u></b>	<p>Kraton is looking to hire a new member of our Customer Fulfillment team in Belpre, OH.</p> <p><b><u>Major Roles &amp; Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Ensure all team activities are executed in full compliance with SOX, ISO, CTPAT and other certifications, requirements and/or programs</li> <li>• Manage and enhance order-to-cash activities, ensure accurate and timely steps throughout the process, install control and check points</li> <li>• Manage fixed cost budget with guidance from Director</li> <li>• Lead month-, quarter- and year-end sales ledger closing activities, ensuring appropriate measures are taken to maximize sales per guidance from commercial leadership</li> <li>• Monitor and ensure satisfactory workload distribution among team and install enhancements to optimize resource utilization</li> <li>• Lead and coach team members as individuals and as a team to ensure a high level of engagement, identify/discuss/record annual goals for team members, including development opportunities, and manage annual performance reviews</li> <li>• Lead, assess, roll-out and manage change ensuring continuous operational and system improvements</li> <li>• Maintain and reinforce cross functional relationships with other groups within the organization, e.g. logistics, supply, finance, credit, manufacturing</li> <li>• Seek opportunities for best practice partnership/sharing with other regions</li> </ul> <p><i>The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.</i></p> <p><i>Kraton's internal talent acquisition team manages our recruiting efforts and from time to time works with pre-selected/pre-approved external staffing agencies. We do NOT accept unsolicited resumes or candidate referrals from recruiters and/or agencies who are not pre-selected/pre-approved.</i></p>
<b><u>Skills and Experience</u></b>	<ul style="list-style-type: none"> <li>• Bachelor's degree or equivalent experience in related field (supply, logistics, customer service)</li> <li>• 3-5 years of experience in supply, logistics or customer fulfillment role or equivalent; 1-2 years team management experience</li> <li>• ERP experience is required, SAP experience is preferred</li> <li>• Experience with Microsoft Office products</li> <li>• Experience with chemical manufacturing/products highly preferred</li> <li>• Knowledge of Kraton product lines a plus</li> <li>• Strong people management, leadership and communication skills</li> <li>• Customer focused; demonstrate in-depth knowledge of customers and their needs</li> <li>• Ability to understand the vision and concept of "order to cash", as well as how the detailed processes connect</li> <li>• Proactive and decisive problem solving abilities</li> <li>• Leadership skills are a must</li> </ul>
<b><u>How to Apply</u></b>	Submit your resume to <a href="mailto:jobs@kraton.com">jobs@kraton.com</a>