

Job Posting

Job Title:	Supply and Customer Fulfilment Representative (Polymer segment)
Location:	Taipei, China
Employment Status:	Full-time
Reports To:	This position will report to the Customer Fulfilment Manager.
Travel (%):	< 5%
<u>Major Roles & Responsibilities</u>	<p>Kraton Corporation is looking to hire a new member of our China Customer Service team. The Supply and Customer Fulfilment Representative will process import and export orders while supporting various facets within Supply Chain including, customer fulfillment, inventory planning and logistics. The Supply and Customer Fulfillment Representative will manage data analysis and process review, and utilize problem-solving skills to make recommendations and support staff and management personnel.</p> <p><u>Major Roles & Responsibilities:</u></p> <ul style="list-style-type: none"> • Manage the material movement process from the Kraton Formosa Polymer Corporation (KFPC) Mailiao warehouse to the Kraton Polymer Taiwan (KPTW) warehouse • Communicate to KFPC the appropriate SAP data entry inputs and coordinate communication for warehouse and logistic arrangements • Process customer and stock transfer orders for domestic/export sales • Stock Management of Kraton Polymers Taiwan Warehouses • Manage supply coordination of imported materials for domestic accounts, some Asia Pacific Outside of Japan (APOJ) accounts, as well as the distribution center • Receive and process customer and sales orders in SAP in a timely manner, confirm product availability with supply point, verify price and terms and review import documentation within 24hours of receipt from freight forwarder • Coordinate with Sales Managers to improve the accuracy of sales forecasts in PICASO and monitor progress • Support Supply Planner in developing unconstrained supply/demand plan • Liaise with Credit Controllers and Sales Managers to ensure overdue payments are collected effectively and without jeopardising customer relationships • Liaise with data management to ensure customer data is accurately entered in various systems (i.e. SAP R/3, SalesForce, Picaso) • Understand and recognize own impact on overall supply chain and order fulfilment process and develop solutions corresponding with the optimization of the complete order process with the goal of preventing service complaints • Ensure timely deliveries by working proactively with supply planners, logistic partners and other stakeholders • Coordinates and supports the Order-to-Cash (OTC) process <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>
<u>Skills and Experience</u>	<p><i>Required</i></p> <ul style="list-style-type: none"> • Minimum three (3) years of work experience in order processing, import/export coordination, planning, customer fulfillment, and/or logistics • Experience working with Microsoft Excel, Word and PowerPoint • Demonstrated ability to use IT systems: SAP R/3 SD, MS Office, Picaso • Advanced verbal and written English communications skills • Experience working in an international manufacturing or chemical industry environment • Ability to communicate with and influence individuals across various functional teams and at multiple levels within the organization
<u>How to Apply</u>	Submit your resume to jobs@kraton.com