

Vendor Relations Associate

We are the leading national provider of door, window, and lock repairs for retail and healthcare. Our employees enjoy a business casual work environment that features: competitive salaries, comprehensive benefits including: medical, disability insurance, paid holidays, vacation time, and a friendly work environment.

Position: Vendor Relations Associate

Duties & Responsibilities:

- Completing Vendor Requests from the Service Department when there is no vendor available; completing multiple requests in order of priority assigned by the Coordinator
- Request Certificates of Insurance, Vendor Update Sheets for vendors in noncompliance status; Complete daily map updates
- Request current Trade Certification Certificates for relevant Vendors and log accordingly
- Set up New Vendor Cards in Navision as needed
- Data entry of Certificates of Insurance & Vendor Update Sheets into Navision in a timely and accurate manner
- Assist Accounting to resolve calls in CTVR stage
- Monitor Vendor Relations Shared Inbox and address Vendor Card Updates timely and accurately
- Assist with special projects as assigned by the Vendor Relations Supervisor
- Periodically review Vendor Relations Log for Action Required Items and address accordingly
- Work with the Vendor Relations Supervisor and Analyst to fill weak markets with adequate vendor coverage
- Assist manager in implementing and managing Cornell Storefront's Mobile Tech Connect
- Actively participate in and contribute to Idea System Meetings

Experience:

- *Customer Focus*— 4+ years experience providing superior service within the vendor relationship using results orientation and quality practices. Considers the business through the eyes of a customer.
- *Performance and Results*—Works to achieve all goals, targets, and objectives with consideration to efficiency and cost effectiveness.
- *Teamwork*—Actively promotes learning among the team, resolving conflicts, building appropriate alliances and networks and contributes fully as a team member.
- *Planning, Organization and Project Management*—Optimizes team skills and uses appropriate project management methods to produce workable plans, define priorities, and set realistic deadlines.
- *Continuous Improvement and Managing Change*—Actively supports colleagues and team towards effective change, encouraging continuous improvement.
- *Problem Solving and Decision Making*—Exercises judgment in making sound decisions while considering the consequences of actions and wider implications. Demonstrates a logical thought process involving all relevant parties with consideration given to qualitative and quantitative measures.

- *Personal Development*—Takes proactive ownership of personal and professional development and has a realistic view of own strengths and development areas.
- *Effective Communication Skills*—Communicates clearly and concisely using effective interpersonal and influencing skills both verbally and in writing.
- *Commercial and Business Awareness*—Understands and supports CSS's mission, strategy and goals and how own role contributes to revenue generation and cost reduction.

Additional Qualities & Background:

- Good interpersonal and analytical skills
- Plan and organize work effectively in a fast paced environment
- Ability to exercise independent judgment use discretion and maintain confidentiality
- Excellent communication skills, both oral and written
- Comfortable using Word, Excel, email and the Internet
- High School degree or equivalency required