**Supply Chain Specialist**

TIH by its very nature is not a Company to create the culture of limiting the tasks of any team member with a list of defined responsibilities as within any small team it is essential every team member step up to the plate when tasks are required to be done. Thus, this Job Description is designed to reflect upon the primary responsibilities of the function so that the individual has an overall understanding of the expectations of the position held.

TIH is a fast-growing business built upon the core principals of high service levels, quality products from well-tested manufacturers and a high energy from team members that creates success in our daily business.

**Principal Responsibilities**

The Supply Chain Specialist (SCS) position was created to support multiple departments and will ultimately report to the Quality and Technical Manager (QTM).  This is a full-time position located in Southern Pines, NC. Travel may be occasionally required but is not expected. This position requires time management, strong file organization, and keen attention to detail.

The SCS must express a high level of professionalism and will ensure that both internal and external deliverables are of consistent quality and correctness. The SCS position must interact with a variety of global Supply Chain partners to satisfy administrative tasks and provide consistent follow-up upon necessary and occasionally time sensitive action items. As with any position within TIH, the SCS should also develop general product and key account knowledge.

The SCS has responsibility to report to the QTM on their activities at a frequency and level of detail necessary to establish measurable performance-based metrics. With involvement in multiple areas of the business, the SCS position has the ability to identify and report upon administrative business needs to promote improved workflow and efficiency. This position is dynamic in nature requiring an attentive individual whom must have the ability to think creatively and critically.

**Desired Education, Skills, & Experience:**

* Associates Degree or greater in a relatable field
* Proficiency with Word, Excel, PowerPoint, Pages, Numbers, Keynote
* Strong ability to adjust to shifting priorities

**Main Tasks & Responsibilities of the Supply Chain Specialist**

* Conduct internal documentation audits of products and supplier files to ensure adequacy, neatness, and consistency.
* Conduct routine label checks with applicable supply chain partners for accuracy.
* Contribute administratively in the maintenance of TIH internal Operating Procedures and Policy documents.
* Deliver relevant supplier documentation when and where needed to internal TIH value add services (i.e. toll processors) and warehouse partners.
* Develop and maintain the Open Supplier Issues tracking sheet to capture instances where suppliers have not provided response to a document request, shipping request, substantive operational email, or other important communication within 48 hours.
* Maintain inter-office communication channels between Quality, Sales, Business Development and Customer Service departments to satisfy customer requests.
* Manage TIH’s annual SDS (Safety Data Sheet) distribution program.
* Management of supplier shipping documents including routine filing, date tracking, and POD (Proof of Delivery) to support Customer Service.
* Participate in data collection efforts for trend, GAP, or SWOT analyses when evaluating Supply Chain partners, troubleshooting non-conformances, or for use in the generation of departmental performance reports.
* Perform annual label review and approval process with suppliers.
* Promote and maintain Document Control concerning confidential or proprietary technical documents.
* Track and maintain routine supplier documentation requests.
* Support administrative tasks as assigned by TIH Executive Team related to supply chain and operations.
* Support TIH Customer Service in the generation of labels and tracking for FedEx and UPS shipments as necessary.
* Uphold strict organization and filing of all related documentation within TIH’s Google Drive System.
* Verify and update TIH’s Global Supplier Map on an annual basis.

Interested applicants can send their resume directly to **Katherine Cleland**, Quality and Technical Manager, at **katherine.cleland@theingredienthouse.com**.