

Supply Chain Planner II (India)

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Company: Baxter Planning

Location: India

Category: other-general

Position Overview The Supply Chain Planner II plays a critical role in delivering value to Baxter Planning customers. Utilizing a combination of Baxter Planning's supply chain planning software and Best Practices, the planner partners with the customers to create, communicate, and capture value. This role is responsible for dedicated customer accounts, potentially including accounts undergoing implementation, with the overarching goal of creating a strong partnership and customer value. They will partner closely with the Customer Success team to develop and achieve customer Supply Chain Objectives ("SCO"). Additionally, this role will partner cross-functionally with various internal stakeholders to achieve success for customers. Through the partnership with the Customer Success team, the Supply Chain Planner II will have the opportunity to improve their ability to triage and rectify customer issues, develop their approach to consulting projects within the framework of our software, and work with customers on change management. The position provides valuable experience that can be leveraged to transition into other roles within the company.

Responsibilities Ultimately responsible for ensuring customers receive exceptional value from planning solutions delivered by Baxter Planning. Serve as the strategic lead for Planning as a Service (PaaS) accounts and partner with internal resources to ensure customers are meeting supply chain objectives. This includes: Prepare and lead meetings with assigned customers. Serve as escalation point for customer concerns. Analyze customers and make recommendations for improvement opportunities. Identify and complete consulting projects (delivery of Statements of Work). Apply continuous improvement to help achieve customer supply chain objectives. Work with customers to adopt improvement

recommendations by modifying business processes or configuration of the planning tool. Drive user and Best Practice adoption across customer user base. Create high quality Business Review presentations. Partner with Customer Success to build the story and present it to customer executives. Train and mentor new customers on effective utilization of planning solutions based on Best Practices and conduct customer training (On-Site or Remote). Work with cross-functional teams to develop new Best Practices and improve existing ones for delivering planning solutions. Serve as an escalation point for Service Desk tickets and handle advanced tickets for assigned customers. Assist in implementation of new customers Assist in testing of new features and functionality. Requirements Minimum 3 years of prior Supply Chain Management experience. Experience with Planning Software is preferred. It is a must to quickly grasp new software and processes. Effective written and verbal communication skills to influence/assist customer contacts. Capability to work independently and in cross-functional teams that are passionate about delivering value to customers. Excellent organizational, time management, and prioritization skills. Ability to perform challenging tasks under pressure in an environment where results can have a large monetary impact on customers. Creative problem solving and technical skills including strong intermediate Excel proficiency (Pivot Tables, VLookup, etc.). Must have strong initiative and success-driven attitude to continuously improve methods for supporting customers and optimizing supply chains.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. Powered by JazzHR

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