



## Supplier Relations Coordinator

**Department:** Supplier Relations  
**Location:** Appleton, WI  
**Reports to:** Director of Supplier Relations

**Direct Reports:** N/A  
**Exemption status:** Non Exempt

### Purpose

The Supplier Relations Coordinator will support AIA by building and strengthening relationships between Suppliers and the AIA community by managing and responding to inquiries related to Supplier Relations in a way that drives mutual success and fosters positive, influential relationships. In addition, they maintain the Supplier Relations inbox, internal systems, supplier system information and special projects as needed

### Responsibilities

#### Inbox, Disputes & Sourcing

- Maintain the Supplier Relations email Inbox and resolve supplier disputes and/or concerns brought forth by the AIA community
- Act as the Supplier Relations point person and work closely with internal AIA departments to answer general supplier questions brought forth by the AIA community.
- Serve as the point person and provide product sourcing suggestions from requests sent via email, phone or Workplace group "Find the Product" when solutions have not been provided by the AIA community or MVP (Most Valued Partner) Suppliers utilizing the tools at your disposal
- Key contact person to respond to suppliers who would like to become part of our MVP Program, researching their sales, product line, rebate program, etc

#### Supplier Info System Maintenance

- Maintain and update all systems of record for all Supplier Information and follow up with suppliers for any missing information
- Update, change, and continuously audit supplier information for accuracy in regards to internal platform and other current or future systems/documents maintained by Supplier Relations and follow up with suppliers for any missing or new information requested.

#### External Communication

- Assist the Supplier Relations Marketing Coordinator as a communication liaison between the AIA community and the supplier community by providing updates of any changes to the respective party on an as needed or monthly basis.

#### Reporting

- Run monthly supplier reporting of Cost of Goods Sold (COGS) and other reporting as requested

### Qualifications

#### Education/Experience:

- Minimum of two year's experience in customer service field or within the promotional products industry, preferred
- Bachelor's degree preferred
- Experience working with suppliers, preferred

- Proven experience working with Microsoft Office, G Suite preferred
- Self starter with the ability to manage tasks with little to no supervision preferred.
- Proficient problem solving skills

### **Knowledge/Competencies**

#### Personal Leadership

- Agile & Adaptable: Responds to change and uncertainty with confidence and openness; seeks new experiences to develop skills; solicits and acts on feedback; learns from experiences; not afraid to take risks.
- Accountable: Accepts responsibility for one's own performance and actions; follows through on commitment; assumes positive intent in others; treats others objectively and consistently; acts with integrity.
- Courageous: Confronts difficult issues objectively and supports others who do the same; champions new ideas; manages personal discomfort in difficult situations.

#### Thought Leadership

- Solves Problems: Seeks out and considers relevant data, intuition, ideas, and experience to make decisions and solve problems; effectively and efficiently integrates information from diverse sources; thoughtfully considers alternative solutions and perspectives.
- Strategizes: Thinks critically; understands implications of decisions; shares ideas for improvement; sees how his/her work relates to the work of other teams in the organization as a whole; knows which people in the organization need to be informed, what they need to know, and when to tell them.
- Innovates: Generates new ideas that add value; nurtures fresh approaches and appropriate risk taking; seeks alternative points of view; approaches problems with curiosity and generates creative solutions.

#### Team Leadership

- Collaborate: Works effectively with others to meet goals and satisfy business objectives; develop and maintain strong relationships with internal/external partners; seek buy-in of stakeholders; deals with disagreements or different points of view in a constructive manner; maintains positive relationships even under difficult circumstances.
- Communicate Effectively: Listens attentively and with empathy to concerns of others; adjusts message to the audience; keeps people up to date with relevant information; speaks and writes clearly; encourages others to express views, even unpopular ones.
- Manage Talent: Willingly shares expertise and experience with others.
- Engage & Inspire Others: Conveys trust in people's competence to do their jobs; creates a feeling of energy, excitement, and personal investment; inspires others to excel; recognizes performance that exceeds expectations.

#### Results Leadership

- Manages Execution: Manage resources and time to achieve business objectives; prioritizes goals; works quickly to get things done.
- Drives for Results: Fosters a sense of urgency and commitment to achieve goals and create an Owner focused environment; takes initiative to proactively address critical issues; carefully considers compliance and regulatory obligations.
- Maximizes Productivity: Identifies ways to streamline and improve efficiency of work; ensures that defined processes, quality standards, and best practices are executed as designed.

## Working Conditions

Prolonged periods sitting at a desk and working on a computer. Flexibility for overnight travel of approximately 10%.

*Please note this job description is not designed to cover or contain a comprehensive listing of functions or responsibilities that are required of the employee for this job. Functions and responsibilities may change at any time with or without notice.*

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