

JOB DESCRIPTION

DEPARTMENT: Supply Chain and Fulfillment

MANAGER: Valerie Soto

JOB TITLE: Importing Coordinator

DATE UPDATED: April 2022

COMPANY OVERVIEW

Established in 1993, [Creative Materials Corporation](#) supplies surface materials such as tile, resilient flooring, pavers and setting materials to the commercial construction industry. Utilizing extensive experience, Creative Materials guides architecture firms, developers, and corporate multi-unit brands through product specification and the successful supply of materials. Creative Materials adds value to client's projects by offering an unmatched combination of product sourcing capabilities, nationwide supply chain solutions, and excellence in service.

COMPANY VISION

To set a new standard for partnering with surface material suppliers on commercial projects.

COMPANY MISSION

To help our clients design and build better communities by simplifying the selection and supply of surface materials on commercial construction projects.

COMPANY CORE VALUES



One culture, aligned around the same vision, living by the same values. We trust one another to do our part as a team to make each project successful.



Care About Others

We recognize that successful business outcomes require successful people outcomes. Our first priority is to be people helping people.



Client First

We're a service company that happens to sell products. It's how we apply thoughtfulness and problem solving to help clients achieve the best outcomes possible that sets us apart.



Creativity

In a rapidly changing world, what worked yesterday may not be effective today. We challenge the status quo, encourage innovation, and aspire to set new standards of how value can be offered to our clients.

LOCATION

Remote/Telecommute

SUMMARY

Reporting to the Leader of Supply Chain and Fulfillment, the Importing Coordinator plays a vital role in the post-specification order and fulfillment administration for Creative Materials' projects. Although in a team environment, this position requires a detail-oriented, proactive, and engaging professional who takes ownership of their responsibilities with an emphasis on anticipating the needs of the organization, clients, and customers. An Order Fulfillment Specialist must be self-motivated, organized, and disciplined to execute in a multi-faceted business environment proactively – strategic, planned, and purposeful activity is essential in maximizing the customer experience and to organizational success. Ability to be a trusted internal colleague is a must.

RESPONSIBILITIES

- Collaborate with inventory planning and fulfillment teams to understand importing needs and develop plan to move material.
- Maintain relationships with freight forwarders and administer appropriate movement of all goods
- Supervise all import freight flow and ensure clearance and delivery of all import goods through to CMC warehousing network.
- Prepare and process all import documents and broker invoices and manage all container shipments in coordination with freight carriers and customers.
- Ensure container shipments are picked up and is in transit without issue. Follow up and communicate relevant updates to appropriate internal stakeholders.
- Update workflow management system (Salesforce) and/or ERP (Microsoft Navision) with pertinent real-time shipment information.
- Review and ensure that the Purchase Order confirmation from the vendor matches the Purchase Order submitted, which should match the customer's Sales Order.
- Troubleshoot issues and develop best solutions to present to internal stakeholders
- Work with CMC warehousing network to verify material delivered matches what was ordered and receive into inventory. If it doesn't match, initiate communication with the vendor in order to rectify.
- Initiate the process for filing claims when materials arrive damaged or incorrect.

SKILLS AND QUALIFICATIONS

- Strong competency in standard MS Office applications, especially Outlook, Word, and Excel.
- Customer-centric mindset
- Strong problem-solving skills and critical thinking skills
- Strong interpersonal skills – notably communication, engagement, and confidence.
- A high attention to detail and a keen ability to function in a constantly changing environment which requires rapidly shifting priorities.
- A proven track record of success with both individual and collaborative problem-solving, showing demonstrable evidence of sound judgment and decision-making.
- A degree in Business Administration, Supply Chain Management or a related field which is supportive of the role is strongly preferred, but not required.
- Previous importing experience is strongly encouraged.