



## Vendor Relationship Manager

### Job Scope

As a Vendor Relationship Manager, you will assist in recruiting, retaining, and maintaining sub-contractor relationships for the FSG National Accounts team. In addition, you will be responsible for updating and organizing vendor records, negotiating and managing contracts, training new vendors, resolving accounting discrepancies, and preparing reports for the Director of Vendor Relations. The ideal candidate will have a positive attitude, stay organized under pressure, and possess exemplary professionalism, ethics, and integrity.

### Responsibilities

- Develop and maintain strong relationships with national accounts vendors in the facility solutions industry.  
Serve as the primary point of contact for vendors, acting as a liaison between the organization and its vendors.  
Negotiate contracts, pricing, and terms with vendors to ensure favorable agreements that meet the organization's needs.  
Monitor vendor performance and adherence to contractual obligations, including service level agreements (SLAs) and key performance indicators (KPIs).  
Conduct regular vendor performance reviews and provide feedback to vendors to drive continuous improvement.  
Collaborate with internal stakeholders, such as procurement, operations, and finance, to understand their requirements and align vendor strategies accordingly.  
Identify new opportunities and evaluate potential vendors based on their capabilities, quality, pricing, and geographic coverage.  
Manage vendor onboarding processes, including due diligence, legal and financial assessments, and contract execution.  
Resolve escalated issues and disputes with vendors in a timely and satisfactory manner.  
Stay informed about industry trends, market conditions, and regulatory changes that may impact vendor relationships and strategies.  
Prepare and present reports on vendor performance, cost savings, and other relevant metrics to management.

### Requirements

- Bachelor's degree in business administration, supply chain management, or a related field (or equivalent work experience).  
Proven experience in vendor or supplier relationship management, preferably in facility solutions or related industries.

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



Strong knowledge of facility solutions products and services, including maintenance, repair, and operations (MRO) supplies, janitorial services, and building automation systems.

Excellent negotiation and contract management skills, with a track record of achieving favorable terms and cost savings.

Ability to analyze vendor performance data and metrics to drive improvements and optimize vendor relationships.

Strong communication and interpersonal skills, with the ability to effectively collaborate with internal stakeholders and vendors.

Detail-oriented and organized, with the ability to manage multiple vendors and projects simultaneously.

Proficiency in vendor management software and tools.

Familiarity with regulatory and compliance requirements in the facility solutions industry.

Ability to travel as needed to visit vendors and attend industry events.