



Vendor Specialist

Job Scope

A Vendor Relations Specialist is responsible for managing and enhancing relationships with vendors and suppliers on behalf of a company. The role involves establishing effective communication channels, negotiating contracts, monitoring vendor performance, resolving issues, and ensuring the timely delivery of goods or services. The Vendor Relations Specialist is crucial in maintaining productive and mutually beneficial partnerships with vendors to support the company's operations and strategic objectives.

Responsibilities

- **Vendor Management:** Identify, evaluate, and select vendors that meet the company's quality, cost, and delivery requirements. Maintain a comprehensive vendor database with up-to-date information.
- Contract Negotiation:** Negotiate contracts and agreements with vendors, including pricing, terms and conditions, delivery schedules, quality standards, and service level agreements (SLAs). Ensure favorable terms for the company while considering vendor capabilities and market conditions.
- Vendor Performance Monitoring:** Establish metrics and key performance indicators (KPIs) to assess vendor performance. Regularly evaluate vendor performance against established benchmarks and SLAs. Conduct performance reviews and provide feedback to vendors. Identify opportunities for improvement and take appropriate actions when performance falls below expectations.
- Issue Resolution:** Address and resolve issues that arise during the vendor relationship, such as delivery delays, quality concerns, billing discrepancies, or contractual disputes. Collaborate with internal stakeholders, including procurement, operations, quality assurance, and finance, to ensure timely and effective resolution of issues.
- Relationship Building:** Foster and maintain positive relationships with vendors through regular communication, meetings, and vendor performance reviews. Act as the primary point of contact for vendors, addressing their inquiries, concerns, and requests professionally and on time. Cultivate a collaborative and mutually beneficial business partnership with vendors.
- Vendor Compliance:** Ensure vendors comply with legal, regulatory, and contractual requirements, such as product safety standards, data privacy, and environmental regulations. Conduct periodic audits or assessments to verify vendor compliance.
- Market Research and Evaluation:** Continuously monitor market trends, innovations, and competitor activities related to vendors and suppliers. Evaluate alternative vendors and sourcing options to identify potential cost savings or performance improvement opportunities.
- Vendor Risk Management:** Assess and manage risks associated with vendor relationships, such as supply chain disruptions, financial instability, or cybersecurity vulnerabilities. Develop contingency plans and mitigation strategies to minimize potential risks.

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.



Data Analysis and Reporting: Collect and analyze vendor performance data, including quality metrics, delivery performance, and cost variations. Prepare reports and presentations summarizing vendor performance, key issues, and recommendations for improvement. Present findings to management and relevant stakeholders.

Requirements

- Bachelor's degree in business administration, supply chain management, procurement, or a related field is preferred. Relevant certifications or training programs are a plus.
2+ Years of proven experience in vendor management, supplier relationship management, or procurement roles.
Strong negotiation skills and the ability to build and maintain productive business relationships.
Excellent communication and interpersonal skills, with the ability to interact effectively with internal and external stakeholders.
Solid understanding of contract management principles and legal considerations related to vendor agreements.
Analytical mindset with the ability to collect, analyze, and interpret data to drive decision-making and process improvement.
Strong organizational and time management skills, with the ability to prioritize and manage multiple vendor relationships simultaneously.
Knowledge of relevant industry regulations, quality standards, and best practices in vendor management.
Proficiency in using vendor management software, enterprise resource planning (ERP) systems, and Microsoft Office Suite.
Attention to detail, with a focus on accuracy and thoroughness in vendor evaluations, documentation, and reporting.