

|   |
|---|
| <b>Job Title:</b> Customer Replenishment Analyst              |
| <b>Reports to: (Title)</b> Customer Replenishment Team Leader |
| <b>Job Creation Date:</b> November 12, 2002                   |

|   |
|---|
| <b>JOB PURPOSE/KEY RESPONSIBILITIES:</b> <i>(why job exists / what it must achieve)</i>   |
| <ul style="list-style-type: none"> <li>Support the CR Analyst Team leader in the execution of replenishment plans for finished goods from company RDC's to customer facilities to support demand-planning processes while meeting customer specific objectives, assuming responsibilities of the CR Team Leader as required.</li> </ul> |
| <ul style="list-style-type: none"> <li>Process generated orders to out bound logistics, effectively combining orders to maximize truckload opportunities.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Understand process requirements for customer forecasting and assume responsibilities of analyst as required.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Participate in collaborative discussions between Planning, Customer and Sales</li> </ul>   |
| <ul style="list-style-type: none"> <li>Maintain solid relationships with Customer, Sales Team, and Planning and other required internal/external groups to effectively support CR activities.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Analyze all perspectives of account activity to include fill rates, delivery performance</li> </ul>  |

|  |
|--|
| <b>ACCOUNTABILITY:</b> <i>(primary deliverables of role; it's scope; impact on strategy/ policy /business /people relationships)</i> |
| <ul style="list-style-type: none"> <li>Timely processing of customer orders to outbound logistics.</li> </ul>                        |
| <ul style="list-style-type: none"> <li></li> </ul>   |
| <ul style="list-style-type: none"> <li>Make cost effect logistics recommendations to meet account requirements.</li> </ul>           |
| <ul style="list-style-type: none"> <li>Ensure timely order deliveries through appropriate tracking.</li> </ul>                       |

|  |
|--|
| <b>COMPLEXITY:</b> <i>(degree of change &amp; uncertainty; level of influencing required; degree of matrix working)</i>  |
| <ul style="list-style-type: none"> <li>As the support to the CR Team Leader, position must learn to balance understanding of customer replenishment/forecasting processes while managing traditional Customer Service responsibilities.</li> </ul> |
| <ul style="list-style-type: none"> <li>Ability to learn CR account systems required to support forecasting, replenishment and receivable collection requirements.</li> </ul>   |
| <ul style="list-style-type: none"> <li>An in-depth understanding of company policies are required</li> </ul>   |
| <ul style="list-style-type: none"> <li>Ability to execute the role of highly visible primary backup coverage for CR Team Leader responsibilities.</li> </ul>   |

**SPECIALIZED KNOWLEDGE: (breadth & depth across disciplines/functions: expertise in field required)**

- Solid knowledge and understanding of supply chain polices and procedures.
- Solid understanding of order/warehouse management and NR systems.
- Strong analytical and problem solving skills.
- Demonstrated solid oral and written communication skills.
- Solid customer replenishment skills.
- Demonstrated Customer forecasting skills/ability to perform basics of CR Analyst job.
- 2+ years CR support experience.
- BS Degree