



Supply Chain Manager - B2B Operations (m/f/d)

Drink More Water, together we grow.

Here at waterdrop®, we make drinking more water fun, convenient and most importantly, sustainable! Discover the world of innovative and eco-friendly hydration with our fruity little cubes – Microdrinks – that save up to 98% of plastic and carbon emissions (as compared to conventional pre-filled bottled drinks) and help score one for the planet. Our centrally-located headquarters offers a vibrant environment, featuring an on-site restaurant and gym, not to mention the opportunity to connect with prospective colleagues from all over the world. With a successful online presence, 40+ stores around the world, dedicated B2B partners and over 22,000+ retail and branded stores, we can't wait to take this journey to the next level – with you!

Your responsibilities:

- As a Supply Chain Manager - B2B Operations (m/f/d) you manage order intake from wholesale customers in the DACH region through EDI and email, utilizing the Order Management System (OMS) to process and manage orders.
- You oversee backorder management, ensuring timely order fulfillment, and aligning with internal stakeholders and customers on necessary actions for delayed or incomplete orders.
- You handle process errors, promptly resolving any issues, and verifying the timely dispatch and delivery of orders.
- You troubleshoot and resolve any issues arising during the order fulfillment process, coordinating with sales, customers, supply planners, and 3PL to ensure smooth order processing.
- You push orders to the 3PL partner, ensuring proper communication and managing discrepancies in quantities and quality post-delivery.
- You provide excellent customer service, promptly resolve issues, and maintaining master data while managing KPIs such as OTIF and error rates.
- You forecast requirements for the 3PL partner, managing communication regarding promotions, peak periods, and bank holidays.
- You conduct stock counts, verify 3PL invoices for accuracy, and approve them.

Your strengths and qualifications:

- You hold a Bachelor's degree in Supply Chain Management, Business Administration, or a related field.
- You have a minimum of 5+ years of experience in order management, preferably in the FMCG environment.
- You show a proven track of proficiency with Order Management, EDI systems and experience with 3PL management and coordination.
- You have a strong understanding of supply chain constraints and logistics.
- You convince with a hands-on mentality, excellent communication and stakeholder management skills.
- You are known for your customer-oriented approach and your proactive ability to efficiently rectify errors in processes.
- You are characterized by a high degree of organizational talent and multitasking skills, which are at their best under pressure.
- You are fluent in German and English, with excellent verbal and written communication skills - any additional language is a plus.

What we offer you:

- **A high-achieving, international community of waterdrop colleagues**, located in a brand-new HQ in Vienna, Austria.
- **Development opportunities** in one of the fastest-growing e-commerce companies in Europe.
- **Annual training budget**, to develop in your field.
- **MyClubs** sports vouchers, to have a sporty balance
- **Monthly sports events** (Freaky Fridays), to be active and have fun with your team members.
- **In-house fitness center**
- **In-house company doctor**
- **In-house restaurant with subsidized healthy meals**, for a break with your colleagues.
- **Discount** on your waterdrop purchases.
- **Legendary summer and Christmas parties!**

The minimum salary for this full-time position is EUR 50.000 gross per year. Depending on qualifications, there is a readiness for overpayment.

We work in a changing world which offers great opportunities for people with diverse backgrounds and experiences. We seek to attract and employ the best people from the widest talent pool because creating value through diversity is what makes us strong as a business and enables us to solve important problems and deliver added value. We encourage an inclusive culture where people can be themselves, are valued for their strengths and are empowered to be the best they can be.

Wanna Drop in? Send your application documents in English or German through our online application system. We are looking forward to reading from you soon!



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Additional information

Location **Vienna**

Position type **Full-time employee**

Start of work **Sep 2, 2024**

Responsible

Annika Dahl