



## Customer Service & Logistics Lead - pladis Europe

Do you like to Lead our European CS & Logistics Team and be responsible for the budget for the European Customer Service and Logistics. Do you strive for excellent execution of all activities and do you have an ongoing drive to bring in the best practices? Then we are looking for you!

### Context

The role of **Customer Service & Logistics Lead** is reporting into the Supply Chain Director Europe and will be a member of the Europe Supply Chain Executive. You will need to oversee all the logistics activity for Europe, plus export volume flows from Europe to customers worldwide. In this role there is a significant commercial dimension, overseeing the Supply Chain interface and relationship between pladis and its customers in Europe and also worldwide. You will work in close harmony with the pladis manufacturing and commercial teams to ensure a cohesive and aligned interface with all external partners. This role will need to balance the competing requirement of cost and service and need to incorporate responsibility for contract management of third party distributions and transport services. There is a need for focus on the end to end Supply Chain to manage the interdependencies and trade-offs between supply chain costs of pladis and its customers. You will be operating in close proximity to senior retailer Supply Chain personnel and leaders within the Europe food manufacturing environment.

### Our business

Yildiz Holding, CEEMEA's largest food organization, brought its business in cake and chocolate together under the new global company: pladis ([www.pladisglobal.com](http://www.pladisglobal.com)). pladis is a global leader in biscuits and confectionery, with operations in 120 countries in Europe, Middle East, Africa, Asia and America. Under pladis are 36 plants in 13 countries with over 26,000 employees. With the pursuit of "we promise happiness to the world with every bite," the organization enriches consumers with products in sweet and savory biscuits, wafers, cake, chocolate, gum and candy.

### Key accountabilities & deliverables

- Set up 3 year strategic plan, designed to meet pladis and marketplace requirements;
- Established a centre of excellence model / Continuous improvement on KPI's;
- Drive innovation within the logistics arena;
- Management of logistics supplier based;
- Set up structured and controlled contract management program;
- Drive the 3<sup>rd</sup> party logistics strategy;
- Drive the pladis co-packing strategy;
- Shape the logistics team culture and develop talent;
- Underpin the delivery of the commercial plans;
- Lead the European CS & Logistics team;
- Control of finished stock inventory;
- Consistent delivery of AOP;
- Rolling out programme of cost base reduction;
- Oversee an industry leading customer relationship program.



### **Who we are looking for**

You are a team builder and know how to inspire people to act and perform. You will have a vision and people will describe you as a strategic thinker. You will have high energy and strong influencing skills. You like to build strong interpersonal relations, are adaptable / flexible and like to manage external interfaces (clients, competitors, etc.) You have affinity with brands, food and have commercial awareness. You have cross business unit and cross functional experiences in and are a strong negotiator.

### **Must have's**

- Graduate university;
- Minimum of 5yrs+ relevant Supply Chain Business experience;
- Experienced in people management coaching teams, strong communication skills and a significant emphasis on relationship building, both internally and externally;
- Extensive knowledge and understanding of retail marketplace;
- Project Management skills and experience;
- Languages fluent spoken & written: English.

### **What do we offer?**

This role offers the opportunity to work in an international organisation with a Dutch character. With the commercial offices situated on the Royal Verkade factory site in Zaandam, the Netherlands, the location for this role allows the Customer Service & Logistics Lead to work in very diverse multidisciplinary teams. An unique challenge for a strong and dedicated CS&Log Lead, proven to have been successful in contributing to growing the business. This is a unique opportunity to play a key role in an exciting, fast growing business. The responsibilities are diverse and there are opportunities for development and growth.

### **Are you interested?**

To apply for this job, please send your letter of application and resume to Koninklijke Verkade NV, Ivar van de Reep, HR Director NL, at [werkenbij@pladisglobal](mailto:werkenbij@pladisglobal).