



QUALITY

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MINNESOTA

|                   |                              |                       |                   |
|-------------------|------------------------------|-----------------------|-------------------|
| <b>Job Title</b>  | Vendor Compliance Specialist | <b>Department</b>     | Customer Service  |
| <b>Reports To</b> | Rachel Steinfeldt            | <b>Classification</b> | Full-time, Onsite |

### Job Summary

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The Vendor Compliance Specialist will be responsible for staying current with our customers' compliance requirements, policies, fine schedules, and metrics to ensure that we are compliant. The main goal is to reduce vendor compliance fines.

### Duties | Responsibilities

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- Read, review, and understand each customers' specific vendor compliance requirements.
- Research all vendor compliance offsets and dispute any that are not justified.
- Research all customer deductions and dispute any that are not justified.
- Develop timely review/dispute processes.
- Identify which items are "in Behrens Control" and which items are not.
- Provide monthly/quarterly reporting to the Director of Customer Service.
- Maintain and update a log of all fines, disputes, and paybacks.
- OS&D (Overage, Shortage, & Damage) claim research and resolution.
- Provide back-up/support to customer service as needed.

### Required Skills | Abilities.

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- Excellent communication skills, both oral and written, with the ability to interact professionally with customers.
- Proficiency in Microsoft Office Suite and ERP system preferred.
- Ability to work individually and as part of a team.
- Flexibility to adapt to changing priorities and deadlines in a dynamic environment.

### Education & Experience

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- Bachelor's degree or equivalent experience in manufacturing environment.
- Proven experience in a customer service or administrative role, preferably with a fast-paced sales environment.

### Physical Requirements

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- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to access and navigate each department at the organization's facilities.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

*Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of an employee in this position. Duties, responsibilities, and activities may change at any time with or without notice.*