



Customer Logistics Management Specialist (a contractor role)

Job description

This CLM Specialist is a contractor role because of HC reason.

In your new role you will:

- Familiar with logistics concept such as consignment, forecast planning, VMI/SMI.
- Requires to be the regional logistics coordinator for product related topics.
- Strong initiative to lead projects to improve quality customer satisfaction.

Operational CLM_General Purpose / Objective:

- Retain customer by being the first point of contact for demand fulfillment topics.
- Striving for continuous improvement/optimization of customer logistics topics (processes, tools, concepts) aligned to Infineon's business strategies and objectives.
- Build & maintain good cooperation to Infineon internal partner, providing value-add information & services.
- Handles all customer order management considering customer needs, Infineon capabilities, implemented logistics concepts & agreements and legal requirements (SOX).
- Interfacing to customer and ensuring in-time delivery to customers based on orders and forecasts to achieve customer satisfaction.
- Optionally to take over advanced tasks with either customer-, product- or process-focus.

Basic Order Management Contents:

- Order and forecast entry into SAP incl. schedule agreements & end customer assignment
- Order- and forecast confirmation / -processing
- Initiation of shipments incl. handling of emergency shipments
- Order change management / cancellation & rescheduling
- Order tracking, early warnings and order improvements
- Internal & external relationship building / communication
- Operational EDI handling incl. workflows
- RMA interface to customer and Return center
- Customer basic data interface to Corp PL & CMD: delivery stop, delivery address, incoterms, forwarder, Sales Group etc.

At a glance

Location: **Shanghai, (China)**
Job ID: **50316**
Start date: **as soon as possible**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

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Job ID: **50316**
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- Data maintenance: material determination-, substitute-, exclusion list
- Execution of allocation management acc. to allocation process
- Lead time communication towards the customers
- KPI self assessment

Profile

You are best equipped for this task if you have:

- Degree in Logistics/Supply Chain Mgmt, Engineering, Commercial.
- Min 3 years experience in manufacturing, preferable in planning. Enjoy working in a customer service environment.
- Ability to work with SAP SD, SAP MM, Microsoft Application.
- Pro-active and able to work under pressure.
- Good interpersonal skill in handling tough situations.
- Analytical skill is essential in maintaining an optimum inventory team player.
- Able to work independently.
- Fluent English in oral and writing.

Benefits

- **Shanghai, :** Coaching, mentoring networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Flexible working conditions; Medical coverage; On-site social counselling and works doctor, in Wuxi only.; Provision of health tips, health knowledge sharing, annual medical check; Employees in Shanghai are entitled to use a gym located close to the office for free; On-site canteen, in Wuxi only.; Private insurance offers in some sites.; Wage payment in case of sick leave; Corporate pension benefits in some sites.

Why Us

Part of your life. Part of tomorrow.

We make life easier, safer and greener – with technology that achieves more, consumes less and is accessible to everyone. Microelectronics from Infineon is the key to a better future. Efficient use of energy, environmentally-friendly mobility and security in a connected world – we solve some of the most critical challenges that our society faces while taking a conscientious approach to the use of natural resources.

OP General

The Infineon Operations is a full service organization working to best meet internal and external customer demands. Its first priority is to maintain and further improve the valuable existing cooperation between the divisions and manufacturing as well as Purchasing, Quality Management and **Supply Chain**. This will contribute to achieving the desired value-added in the new integrated organization (frontend, backend, testing, planning). This is our way toward greater productivity and innovation, enabling us to gain a lead over our competitors.

