

Position: Outsourcing Coordinator

Location: Work from Home

Closing Date: September 30, 2022

We are currently looking for an Outsourcing Coordinator to join our Outsourcing Decoration Team. This position reports to the Outsourcing & Decoration Admin Supervisor. The successful candidate will build strong, trusting, positive, respectful, and supportive relationships with all members of the Order Management, Customer Service, Sales and Production teams which will be essential to success of the role.

The Outsourcing Coordinator works closely with our Decoration partners for the day-to-day scheduling and contracting of large embroidery and screen print apparel orders as well as other soft goods and hard goods as needed. Individual works closely with internal Production teams, Coordinators, and external Deco partners, to ensure orders are completed on time and with minimal issues. Defines decorating needs outside of internal production capabilities and coordinates with the appropriate subcontractor, to achieve timely order fulfillment at a competitive price. Specifically, this position assures that the subcontractor can deliver the necessary products on time, in full at the prescribed price and quality. The successful candidate must maintain fluent communication and positive relations with internal and external parties to be effective.

Key Responsibilities:

Planning & Outsourcing:

- Identifies potential suppliers for specific production & fulfillment needs that cannot be met internally.
- Understands the outsourcing needs and prepares the plan to address those needs working closely with the Outsourcing and Admin Supervisor, Production and Capacity teams, Decoration Coordinators, Sales and external decoration partners
- Prepares the production schedule and instructions to be used by the decoration partners
- Communicates the daily routine reporting requirements to decoration partners
- Maintains a listing of approved decoration partners and their capabilities.
- Review capacity schedules with production team to determine if orders should be outsourced or kept internally. Schedule orders accordingly.
- Maintain Data Scorecard for Outsource Network (track orders accepted, rejected, On-time delivery, Defective Rate, Document efficiency and communication).
- Contact decoration partners to accept screen print and embroidery orders. Communicate all vital information that pertains to the order. Negotiate pricing if additional services are required.
- Coordinate with Operations, DCs and Traffic team to ensure transfers are updated in the system for all large decoration orders.
- Liaison between Coordinators and external Production team. Answer all inquiries/issues from both parties, regarding shortage, delays, artwork issues & etc.
- Conduct investigations on all contract orders if an issue is reported.
- Process the invoice payment for all contract order. Enter Purchase requestion in Tracker Suite and submit PO for payment.
- Assist setting up new contractors in the live and test environment.
- Provide training to new deco partners. Update all corresponding documents with new vendor information.
- Communicate with deco partners & internal production teams to determine turn times on inhouse and potential orders. Provide turn times to sales team for large and rush order opportunities.
- Process large/rush/ complex/escalated decoration orders.

Qualifications/Requirements:

- High School Diploma or equivalent
- Able to work well and produce results within a fast-paced and high-pressure atmosphere.
- Combine strong attention to detail with an orientation towards results/execution.
- Good problem solving and interpersonal skills are required.
- Excellent written and verbal communication skills required.
- Candidate must be self-driven and is expected to pre-emptively resolve issues in a timely fashion.
- Works effectively under stress and adjusts to ever changing work conditions.
- Ability to take initiative and prioritize workload.
- Treats people in a friendly, respectful manner and relates to a diverse audience.
- Be detail oriented and able to multitask.
- Promotes effective cross functional/divisional teamwork.
- Tackles tough problems and champions ideas in the face of challenges.
- Minimum of 1 year of experience managing outsourcing subcontractors and corresponding activities.
- Availability to work a weekly schedule of 37.5 hours Monday to Friday

We Offer:

Training, Medical, Dental and Extended Health Care Benefits (upon completion of successful probationary period), Group Registered Retirement Saving Plan Matching Program, Mentoring Program, Product Discounts (Under Armor, Puma, Champion, Columbia extra)

How to Apply:

Interested applicants please submit your resume and cover letter to the alphabroder Human Resources Department via Indeed or by visiting www.alphabroder.ca/careers. **Please indicate** in the email subject line **"Outsourcing Coordinator - Application"**. **Closing Date: September 30, 2022 (apply as soon as possible)**

It is the policy of alphabroder, as an equal opportunity employer, to attract and retain the best qualified people available, without regard to race, color, religion, national origin, gender, sexual orientation, age or disability.

Accommodation is available for applicants, including those with disabilities, throughout the recruitment process. Please contact Human Resources at (905) 787-5673.

We thank all applicants for their interest in advance and advise that only candidates being considered will be contacted. **No telephone calls or agencies please.**