

SUPPLY CHAIN SUPPORT SPECIALIST

DEPARTMENT:

Operations

TERRITORY:

Global

LOCATION:

Pocasset, MA
Onsite 3x/Week,
WFH 2x/Week

BACKGROUND:

Global Interconnect, Inc. is a design, engineering, and manufacturing firm with headquarters in the US and offices in Hong Kong and China. Our niche and primary focus is providing custom cable assemblies, connectors and sub-assemblies of unparalleled quality for medical device and high-end industrial OEM's. These end devices and instruments are used around the world impacting, improving and in many cases saving lives each and every day.

(Check us out at <https://www.globalinterconnect.com>)

WHY IS GLOBAL INTERCONNECT, INC. (GII) INTERESTED IN HIRING A SUPPLY CHAIN SUPPORT SPECIALIST?

GII has ambitious growth goals and is committed to doubling the size of the organization in the next 5 years. There is a great opportunity for someone to join a quickly growing organization that prides itself on allowing employees to own their destiny and make real changes in their work and the company at large. We are a very flat organization and are looking for someone excited to own and improve this critical part of our business.

POSITION SUMMARY:

The Supply Chain Support Specialist will be responsible for executing all activities surrounding order entry, tracking of orders, and customer communication to ensure all parties are up to date on order status. You will work with various teams - account management, procurement, and logistics - to ensure a complete understanding of customer order status. A proactive approach to maintaining up-to-date understanding of the supply chain will be essential in the success of this role.



**GLOBAL
INTERCONNECT**
Single-Use Connector Specialists

Global Interconnect, Inc. USA

11 Jonathan Bourne Drive
Pocasset, Massachusetts, USA 02559

Telephone: 1-508-563-6306

Global Interconnect (HK) Ltd.

12103 Fortune Commercial Building,
362 Sha Tsuen Wan, N.T., Hong Kong

Telephone: 852-3690-1482

ESSENTIAL RESPONSIBILITIES:

- Always be proactive vs. reactive. This candidate must be comfortable executing proactive strategies to maintain the highest level customer engagement and satisfaction
- Ensure all orders are immediately acknowledged, entered, and tracked.
- Maintain an up-to-date understanding of the supply chain, as it relates to our products, and ensure constant communication of any/all changes both to internal teams and clients.
- Work with our teams in China, Hong Kong, Malaysia, Thailand, as well as here in the United States regarding client shipment status (air/land/sea).
- Tracking of all necessary KPI's/metrics in an effort to give our internal team as clear a picture as possible of order status.
- Ensure all customer order/shipment data is properly filed and accounted for in our internal systems
- Escalate any order or shipment issues, or potential issues, to account managers
- Continuously identify areas of improvement and voice ideas on how we could better service our customers



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JOB REQUIREMENTS:

- A Bachelor's degree or 2+ years customer service/supply chain experience
- Must have a positive attitude
- Be proactive in all efforts. We will never say "no" to someone trying to make us, or our processes, better
- Accountability and personal organization are essential
- Outstanding problem-solving, strategic, and analytical skills
- Top-notch communication skills 100% necessary
- Desire to work in a fast-moving startup culture
- Ability to adapt and change with the needs of the organization and business
- Experience with ERP Software and PDM software a plus
- Fluency in Mandarin a plus but not needed