

Chief Customer Officer (CCO) Job Description

Essential Duties

- Monitors staff in assigned positions to ensure adherence to pre-established policies and procedures, focusing on customer satisfaction, cost reduction, achievement of sales goals, and overall performance.
- Provides direction and support to build and maintain effective customer relationships.
- Provides direction in setting goals for regional sales.
- Identifies opportunities for continued growth to exceed sales and service expectations.
- Provides direction to the executive team regarding the supply chain, including inventory forecasting, purchase orders processing and contract pricing maintenance, inbound and outbound freight negotiation, carrier selection, performance auditing, production and inventory management, supplier scorecards and chargebacks, order fulfillment execution, quality assurance, customer service performance, and landed cost tracking.
- Facilitates coordination and communication between support functions
- Monitors staffing requirements and ensures proper staff levels and scheduling; Advises executive management on personnel development and training opportunities; Provides advice regarding training and evaluation of staff.
- Implements and ensures compliance with all Company policies, goals, objectives, and procedures, conferring with senior management, consultants, and staff members as necessary.
- Conducts scheduled meetings with management to address concerns, identify opportunities, and provide support for improved customer fulfillment.
- Establishes best practices to protect the organization's investment(s) and recommends and implements corrective measures as needed.
- Monitors all activities to resolve and prevent theft, fraud, and food safety within warehouse areas.
- Collaborates with management in preparing budgets, analyzing trends, and tracking gross margin, as well as other finance-related tasks
- Participates in scheduled business reviews with the executive team to discuss progress and opportunities for growth. The CCO actively reviews business with the warehouse operations team.
- Travels, including overnight trips to customers and warehouse sites as needed.

- Works with corporate support to identify opportunities and review reporting.
- Works with Warehouse Operations to ensure facility appearance meets company standards, customer expectations, and Safe Quality Food (SQF) certification requirements.
- Communicate with Vice Presidents on marketing needs and develop grassroots plans to improve client fulfillment and service expectations.
- Fills in as needed and directed by the Chief Executive Officer (CEO).
- Other duties as assigned

Knowledge, Skills, and Abilities

- A four-year bachelor's degree with a major in business, operations, sales, or related areas is required. MBA in Supply Chain Management or equivalent experience preferred.
- Three years of experience in a high volume sales environment minimum with at least five (5) years in a management role required
- Ability or aptitude to sell luxury products
- Excellent written, verbal, and interpersonal communication skills
- Good computer skills – MS Outlook, Excel, and Word knowledge required; Pivot table and data mining skills preferred.
- Technical knowledge of space planning and ability to use planning software preferred.
- Knowledge of the design industry, including knowledge of fabrics and applications and general design practices preferred.
- Strong organizational skills with the ability to prioritize
- Problem-solving skills and a positive, professional demeanor are required.
- Some accounting and/or data entry experience is required, with ERP system experience preferred.

Work Environment:

- The noise level in the work environment is usually moderate
- For the most part, ambient room temperatures, lighting, and traditional equipment as found in a typical office

The following statements describe the broad nature and work level, but they only exhaustively cover some responsibilities, duties, and skills of the classified personnel. We intend these statements to give a general overview, not an all-inclusive list of required skills and roles.

EEOC Compliance

Job Duties, as documented in this job description, are considered “Essential Functions” and have been created by the Equal Employment Opportunity Commission (EEOC) standards. The standards of the Americans with Disabilities Act (1990) require that employees be able to perform “Essential Functions” of the job with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the “Essential Functions.”