Customer Sales Operations Specialist Job Profile

**Job Description:** As a Customer Sales Operations Specialist you will be part of an organization providing superior customer service, responsible for sales account support for an assigned territory(s), distributor(s) or OEM account(s). The CSO will maintain, grow customer relationships and collaborate with internal and external stakeholder to ensure market share and sales plan goals are met while taking into account Micron’s best interest. They will act as the primary point of contact for customers and the field sales team. Responsibilities include the execution and ownership of samples, order entry, product related availability, backlog management, shipment monitoring, inventory management, return material authorizations, contract pricing administration, quoting, forecasting support, and problem solving.

**Responsibilities and Tasks:**

1. **Samples**
   a. Collaborate with Sales, FAE’s and/or Marketing identify correct material to ship to the customer
   b. End to end sample order management
   c. Follow up resolution

2. **Order Entry**
   a. PO Validation
   b. Entering orders and workflow processing in SAP timely and correctly to reduce rework and improve on-time delivery.
   c. Analyze forecast is entered to support demand

3. **Backlog Management**
   a. Proactively identify critical delinquencies and drive for resolution with supply chain to resolve
   b. Early warning communication to customers on supply delinquencies
   c. Proactively manage allocated quantities and drive bookings or release unused allocation

4. **Billing and revenue maximization**
   a. Proactively working with customers to pull current inventory via hub and distribution inventory
   b. Evaluate forecast against backlog, shipment and supply to identify gaps to work with customer to increase billing
   c. Understand excess inventory and work with assigned accounts to place additional PO’s and move inventory

5. **Return Material Authorization (RMA)**
   a. Enter RMA’s
   b. Collaborate with internal and external stakeholders to resolve issues
   c. Resolution to close within set timeline established
6. Customer Service
   a. Achieve and maintain relationships with customer and sales management
   b. Be the point of contact to drive and resolve sales operations issues
   c. Evaluate and maintain agreed upon customer portal/interface per customer specifications

7. Hub Management (if applicable)
   a. Maintain targeted weeks of supply at hub
   b. Perform timely invoicing according to customer consumption
   c. Resolve logistical issues by collaborating with internal and external stakeholders
   d. Monitor and resolve aged inventory
   e. Reconcile inventory at hub

8. Forecasting (if applicable)
   a. Gather demand data in collaboration with internal and external stakeholders
   b. Accurate and timely forecast entry
   c. Understanding use and perform accurate data entry of Ops Inventory Requirement line in APO DP

9. Pricing
   a. Contract data management in Quotelin and SAP
   b. Monitor backlog for accurate pricing
   c. Communicate direct pricing to internal and external stakeholders

10. Quoting (if applicable)
    a. Once a quote is received proactively research to establish appropriate pricing to maximize revenue opportunities
    b. Proactively follow up to understand status of existing quotes to understand reasons for lost opportunities
    c. Drive to meet or exceed quote to book targets

11. Distribution Management (if applicable)
    a. Ensure inventories are in line with corporate goals and customer requirements
    b. Process stock rotations and price protections
    c. Collaborate with internal and external stakeholder in order to maintain accurate forecast entry

12. Records
    a. Maintain customer masters
    b. Adhere to record retentions
    c. Maintain account document

**Application Instructions:**

To apply, please send your resume (CV) via email to HREU@micron.com. Please include the Job Title in that email.