
Job Description

Service Provider Specialist

POSITION SUMMARY: Join a growing team at a company named one the Houston Chronicle's Top Workplaces! Successful Service Provider Specialists develop beneficial long-term relationships with new and existing vendors and strategically ensure ZTERS can effectively serve its rapidly growing customer base.

PRINCIPAL RESPONSIBILITIES

Description

As the Service Provider Specialist, you are a vital member of the ZTERS team. You are responsible for guaranteeing that ZTERS has a strong pool of vendors available to complete orders for our ever-growing customer base. You will be responsible for strategically identifying new vendors and strengthening relationships with existing vendors. A key priority is the growth of ZTERS Preferred Vendor Program which aims to select top rated vendors, ensure they have met ZTERS onboarding requirements, and onboard them through the collection and entry of pricing. You will assist with all aspects of vendor relationships including approval of vendors for use and other Company or Department related projects.

Responsibilities may include:

- Identify, evaluate, and contact potential Preferred Vendors for the ZTERS Preferred Vendor Program.
- The development and maintenance of effective partner relationships with strategic vendors.
- Negotiating and signing new and existing vendor agreements.
- The review and implementation of vendor program changes.
- Become the principal liaison between the vendor and internal groups.
- Responds to increases and decreases in service, change of ownership, and other miscellaneous vendor service changes.
- Managing vendor documentation and databases which includes monitoring vendor certification requirements and ensuring vendor classification profile stays current in the system.
- Monitoring vendor program renewals and certification requirements.
- Performs other job-related duties as assigned: Collect W9's, COI's, Call on tonnages, etc.

Qualifications

Required Skills/Experience:

- 1+ years of vendor management experience.
- Strong oral and written communication skills.
- Ability to communicate effectively in stressful situations.
- Comfortable making outbound calls and discussing pricing.

- Strong MS Office skills.
- Analytical and reporting skills.
- Experience with enterprise database software program

Education:

- Minimum of Associate Degree required.
- Bachelor's Degree preferred.

Hours and Work Schedule

- Monday – Friday: 8:00 AM – 5:00 PM

Zters is an equal opportunity employer.

Rewarding Compensation and Benefits

Eligible employees can elect to participate in:

- Comprehensive medical benefits coverage, dental plans, and vision coverage.
- short-term and long-term disability.
- Life insurance and accidental death & dismemberment insurance.
- 401(k) plan with a generous company match.

Job Type: Full-time – Some Overtime may be required

Pay: \$18.00 - \$25.00 per hour depending on experience