



*Be an  
inspiration.  
Be Bayer*

At Bayer we're visionaries, driven to solve the world's toughest challenges and striving for a world where 'Health for all, Hunger for none' is no longer a dream, but a real possibility. We're doing it with energy, curiosity, and sheer dedication, always learning from unique perspectives of those around us, expanding our thinking, growing our capabilities, and redefining 'impossible'. There are so many reasons to join us. But if you're hungry to build a varied and meaningful career in a community of brilliant and diverse minds to make a real difference, there's only one choice.

## Supply Chain Transformation Expert – Sub-Saharan Africa (JO-2409-1074)

### Role purpose

// Driving transformation of L1 unit across the Supply Chain and Customer Service Activities to enable customer experience, operational excellence and efficiency.

### Key responsibilities and tasks

// Act as a change catalyst and transformation champion, supporting the supply chain operations lead for the country group with the strategy implementation.

// Drive selected transformational initiatives for the unit in the areas of Supply Chain Management and Customer Service.

// Collaborate and engage with the supply chain operations lead and team to conduct comprehensive assessments related to the supply chain and customer service processes, workflows and systems and identify continuous improvement opportunities.

// Drive continuous improvement culture in country.

// Partner with L1 and L2 teams to articulate requirements and needs towards the L2 organization and develop a realistic implementation roadmap for L1 in alignment with the L2 mission teams and L1 priorities.

// Act as a Subject Matter Expert for Customer Service and Supply Chain to all squad members and mission teams.

// Lead improvement initiatives in the benefit of the L1 team and collaborate with other teams to ensure on-time implementation.

// Support the SCM operations lead to plan and measure core KPI's for supply chain and customer service performance and drive consequent action planning.

// Connect with transformation enablement roles in other country groups to exchange best practices.

// Coordinate operational activities across customer facing and supporting squads and ensure smooth campaign execution.

// Plan and measure core KPI's for supply chain and customer service performance and drive consequent action planning.

// Drive operational excellence for the country / country group, including best practices exchange amongst countries.

// Understand customer needs, market specificities and commercial strategy in order to proactively develop targeted actions to ensure smooth business execution

// Drive communication flows with customers to obtain feedback on service level and capture ideas for continuous improvement

// Deploy training sessions and influence customers to adopt new processes tools and systems (Ordering tools, EDI

// Manage internal communication and alignment with various stakeholders like Commercial, Customer

Operation, Supply Chain & Distribution and other support function teams (i.e. Finance, etc.)

// Compliance & Risk management: Ensure processes are documented and adhered to Identify & Flag up any risk thereof for Business decisions as well as apply Continuous improvement measures.

// // Definition, documentation and continuous updates of SOP's & Work Instructions, commercial Policies, Organograms and ensure storage of the same in MyDoc as the Single Source of Truth Documents of reference.

// Ensure Business Continuity Management and that correct steps and approvals are followed while ensuring continuous update and documentation of Business-Critical Plan to maintain compliance.

### Key Working Relations:

// Reports to SCM Operations Lead

// Supply Chain Operations Planner

// Customers/Customer Facing Units

// Country / country group leadership team, Commercial (incl. customer squads), Marketing, Regulatory, Finance & Controlling teams

// Country SCM/CS team

// Regional Planning, Distribution, Customer Service, Data and Digital and other regional misión teams

// Site logistics/plant planners, Quality teams, HSE and Procurement

// Commercial Agreements

### Experience, Skills and Qualifications

// BS/BA in Business / Supply Chain Mgmt., or related fields; MS/MBA preferred

// 8-10 years of operational experience in Customer Service, Commercial, Logistics, Supply Chain & Administration, incl. managing teams (Strong domain knowledge in agriculture preferred)

// Outstanding People Manager, communicator, organizer, coach, customer relationship management skills

// Key competencies: customer focus, strategic mindset, results orientation, collaboration, agility, conflict management, decision making, strong communication, interpersonal, negotiation, relationship management skills

// Knowledge of IT systems and tools, e.g. ERP, Salesforce, EDI preferred

// Proficiency in English, speaking any other Sub-Saharan African Country Language is a advantage

### Be part of something bigger:

Link to apply: [Bayer Careers](#)

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### Advertising Period:

16 September 2024 – 30 September 2024

### Position grade:

VS 1.3

### Employment type:

Permanent

### Location:

Kenya / Zambia

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Bayer welcomes applications from all individuals, regardless of race, national origin, gender, age, physical characteristics, social origin, disability, union membership, religion, family status and pregnancy. We are committed to treating all applicants fairly and avoiding discrimination.

