

## **CARRIER MANAGER (e-commerce)**

### **JOB DESCRIPTION, June 2020**

**CLEVYA** ([www.clevya.com](http://www.clevya.com)) is a fast-growing European start-up exclusively providing logistics solutions for B2C cross-border e-commerce and already a leader in its industry, especially with a grasp of +30% of the e-commerce volume from China to European countries.

Operating since 2018, **CLEVYA** is part of the **CLEVY-LINKS Group** ([www.clevy-links.com](http://www.clevy-links.com)), a multinational company created in 2009, that is quickly expanding its global footprint in a mission to revolutionize international trade.

**CLEVY-LINKS** and **CLEVYA** teams are composed of the brightest international experts of mail/parcel delivery, transport, IT, on-line marketing, international trade, government affairs, located in 5 different countries.

**CLEVYA** creates a new position of Carrier Manager to lead the developments related to the **CLEVYA** transport offer in Europe. You will play a key role by managing the long-term relationship between Clevya and the carrier. You will be responsible for improving the quality of our carriers by piloting the key quality indicators of all our partners' operational and delivery processes, implementing new projects to improve their efficiency, while pursuing **CLEVYA**'s strategic objectives. You will also be accountable for dealing with challenging operations issues that will require a deep analysis of our logistic process and this ones of our partners and you will have the ability to implement solutions that will influence the short and long-term operation.

#### **Main Missions :**

- Own the overall operational relationship with a group of European carriers mainly focused the Last mile.
- Drive contract negotiation / renegotiation of the carriers partnering with the Development Director
- Drives continuous improvement initiatives with carriers to improve customer experience, costs or processes
- Advises Clevya leadership team proactively of critical situations along with the expected impact and mitigation actions planned
- Executes performance management metrics reviews (cost, speed, quality, etc.) for transportation and derive improvement plans from it
- Produces and communicates transport plans/forecasts on a regular basis
- Check carrier invoices, identify errors and manage credit note requests.
- Writing and updating operational documents related to the processes of our carriers in order to guarantee clear and up-to-date information for the **CLEVYA** team, **CLEVY-LINKS** Group and their clients.
- Coordinate with our logistics department and our carriers.
- Monthly reporting of **CLEVYA** key performance indicators (those of our partners) in a concise and relevant manner.

The missions of this position are not definitive and may change according to the needs of the company. This position can quickly lead to greater responsibilities and support from the Development Dr..

**Location :** ROISSY – CDG

**Reporting :** The position is attached to the Development Director of **CLEVYA**

**Conditions :** along the experience and competence.

#### **Requirements :**

- Excellent command of English mandatory
- Above 3 year experience in management of carriers, especially of e-commerce/parcels,
- Good command of any other popular European language is a plus (especially Spanish, Italian, German,...),
- Good knowledge and interest in the e-commerce market and environment is a plus.
- Deep personal involvement, sense of responsibility,
- Rigorous and well organized, strong analysis capacity
- High adaptability and versatility.
- Team spirit, good relational, communication and coordination capacity
- Willing to work on new projects which require to work resourcefully with high reactivity, autonomy and initiative, but also allows to exercise responsibility

**Application :** kindly send your CV and cover letter to [stephane.garnier@clevya.com](mailto:stephane.garnier@clevya.com)