



Country: Australia, Thailand, or Indonesia

Department: Solutions Group

Job Description

Solutions Engagement Supervisor

Summary

The Solutions Engagement Supervisor develops a thorough understanding of customers' processes and business objectives and capitalizes on the value that UPS can offer their business. This position provides consultative sales support to the UPS Sales organization to enhance and improve customers' business with value-added and configurable solutions. He/She actively participates in the implementation phase of the solution development, deployment plan definition and the implementation phase scheduling. This position also provides ongoing analysis of implementation projects, plans and templates through statistics, outcomes, lessons learned, and post-implementation audits as defined by the implementation project plan.

Responsibilities

- Conducts customer research to understand the customer's business to maximize discussions on solutions and to build and strengthen relationships.
- Identifies customers' needs issues and opportunities to resolve business issues and to streamline business processes.
- Meets with and engages customer internal stakeholders in a discovery process to determine goals, issues, needs, and opportunities.
- Collaborates with the Sales team to evaluate and determine costs of solutions, formulate account strategies for leveraging solutions, and gain agreement on established value propositions.
- Prepares customer proposals and presentations to demonstrate the value added of UPS's solutions and grow the business by proposing new ideas, methods, and technology for streamlining processes and to obtain customers' commitment.
- Reviews account information with Sales to identify customer solution opportunities and to understand customers' business.
- Provides guidance and direction on solutions for Sales and Business Development management to assist in selling and positioning solutions.
- Conduct and participate in strategy meetings with stakeholders to identify opportunities and resources to develop customers' strategies in positioning UPS's technologies.
- Documents and reports account activity to ensure account team members are informed of the customers' activity.
- Identifies single products and services to assist with plan definition implementation and gather statistics to evaluate findings and compare to current models.
- Develops work breakdown structures to ensure the project plan is properly implemented.



Requirements

- Possess a Bachelor's Degree in Supply Chain/Logistics/Engineering/Business or equivalent.
- Minimum 2 years of sales experience in similar capacity is required preferably in Logistics / Service industry.
- Excellent communication and interpersonal skills to interact with internal and external customers.
- A team player who possesses strong problem solving and analytical skills
- Tech savvy with the ability to position and present UPS solutions to internal and external customers.