



Trizma Smartsourcing is the leading BPTP company with headquarter in Serbia. Trizma is serving over 43 clients around the clock in 17 major international languages and operating through our cost and energy efficient state of art service locations. Our mission is to work closely with our clients in order to discover, develop and deliver services based on integrity and trust. Trizma sustainable guarantees are:

- ✓ More than 12 years of progressive long-term growth
- ✓ Direct access to leading innovative technologies and highly educated talent pool
- ✓ International delivery capabilities already supporting key clients across three continents
- ✓ ISO-9001 certified quality standards of operation in a every single business account
- ✓ Regional proximity and business practices expertise guaranteeing client satisfaction

LOGISTICS ANALYST II

Position Summary

The Logistics Analyst II position is a vital position within Service Enablement – Service Parts Planning Group. This role is responsible for providing day to day ad-hoc analytic requests, developing and maintaining metrics and analytics ranging in complexity, improving existing analytics, and ensuring accurate and timely updates on KPI (Key Performance Indicator).

Key Areas of Responsibility:

- The Logistics Analyst is a global role requiring knowledge of multiple business systems across multiple geographies. It requires the ability to work cross-functionally across multiple departments in multiple geographies. The Business Analyst's main area of responsibility will be analytics pertaining to service parts, service parts planning, parts availability, service parts orders, receipts, and service parts item information.

Candidate profile and qualifications:

- Knowledge of **English language**
- P.C. literacy and knowledge of MS Office applications required.
- Knowledge of MS Access (Advanced knowledge a plus)
- Knowledge of MS Excel (Advanced knowledge a plus)
- Demonstrates the ability to understand the fundamental principles of database structure, analytical design, and system setups
- Demonstrates the ability to understand Service Parts policies and procedures, supply chain, and logistics and can communicate those principles when discussing tasks, assignments, projects, etc.
- Self motivated: Must be a self motivated associate with the desire to provide exceptional customer service
- Oral Communication: Uses appropriate vocabulary and grammar when speaking; Expresses ideas in a clear, thorough and concise manner; Ability to listen to a customer, understand his/her needs and be able to verbally demonstrate they have listened, understood and can clearly articulate the need as well as actions which will be taken to resolve customer request.
- Written Communication: Demonstrates the ability to respond to emails, in clear and concise professional manner. Ability to explain complex concepts and provide updates in a simplistic manner.
- Time Management: Ability to manage multiple requests in an efficient and accurate manner
- Problem Solving: Demonstrates the ability to understand the fundamental principles and elements of problem solving techniques and can follow and execute procedures and guidelines set by the department.
- Teamwork: Consistently demonstrates an open-minded approach to problem solving and ability to work well with a wide range of associates.

Preferred qualification:

- Prior Logistics/Service Parts operational experience a plus
- High school diploma or equivalent required.
- Prior use and knowledge of Servigistics, MS SQL Server and or Oracle SQL Server a plus
- Not convicted or in a process of conviction

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Trizma is offering:

- Long term employment opportunity for best performing candidates
- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training

Follow the link and apply <http://www.trizma.com/working-at-trizma/>