

Aleris

25825 Science Park Dr
Beachwood, OH 44122

Job Title: Supplier Service Representative

Function: Procurement

Relocation Available: No

Position Type: Full Time-Hourly, Non Exempt

Overview / Job Summary

Aleris is a global leader in the manufacture and sale of aluminum rolled products, with approximately 14 facilities in three geographically aligned business units in North America, Europe and China. We serve a variety of end-use industries, including aerospace, automotive, defense, building and construction, transportation, packaging, and consumer goods.

Our Metals Procurement Department is currently seeking a Supplier Service Representative to provide support for the Metals Procurement team. This individual will also provide superior quality service to our suppliers through effective, measurable administration of processes which affect our supply base while also protecting the interests of Aleris.

Responsibilities Include

- Anticipate, meet and/or exceed suppliers' needs in order to promote satisfaction of metals suppliers with the ultimate goal to promote the selling of Aleris and its reputation in the industry. Promote a strong supplier service image to our customers and other divisions.
- Facilitate resolution of payment issues as identified by buyers and or suppliers; proactively look for potential delays in payment and correct processes to improve on time payment performance.
- Demonstrate the ability to effectively and independently make decisions leading to the successful resolution of issues and requests of both buyers and metals suppliers.
- Support an assigned group of buyers by ensuring correct entry and update of all purchase orders for all Aleris divisions, plants, and systems.
- Develop and maintain a comprehensive product and technical knowledge base of scrap types, prime aluminum and alloying agents. This includes understanding the complete list of items purchased by Aleris and their corresponding item codes for each plant, the supplier base we buy from and key contacts at each supplier, the various pricing mechanisms used to price metal, and the settlement process for various grades and purchasing methods.
- Maintain working relationships with key contacts in accounts payable, finance and accounting of RPNA, scheduling, receiving and settlement personnel at each plant, and others including but not limited to divisional management, the risk group, and sales and inside sales persons.
- Provide guidance and assistance to other supplier service and purchasing personnel.

- Communicate effectively with suppliers, colleagues, and all levels of the organization.
- Identify continuous improvement opportunities associated with the purchasing, settlement and payment processes.
- Participate in necessary monthly and quarterly closing activities.
- Consistently and efficiently enter accurate orders relative to buyers' instructions and corporate guidelines, expected accuracy rate >98%.
- Demonstrate positive, professional behavior toward your work, colleagues and management.

Required Qualifications

- Bachelor's degree required with a focus on Business preferred or equivalent experience
- Minimum of 1 year of Inside Sales or related experience in a high volume operation.
- Excellent organizational skills with ability to multi-task in a team environment.
- Solid order entry skills with attention to detail and accuracy.
- Excellent interpersonal skills, customer service and negotiation skills.
- Strong verbal and written communication skills.
- Ability to efficiently use and operate multiple computer systems.
- Strong working knowledge of Microsoft Word, Excel and PowerPoint.

Preferred Qualifications:

- Working knowledge of Oracle a plus.
- Knowledge of Aluminum and or Metals Industry is a plus.

TO APPLY: Go to aleris.com/careers

Aleris is an equal opportunity employer and supports diversity in the workplace. Qualified applications will receive consideration for employment without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Our HR teams will reach out to the applicants who meet the qualifications and most closely align with requirements of the position.