

Arby's Supply Chain Cooperative Position Description



POSITION TITLE: Manager – Distribution Management

REPORTS TO: VP, Distribution & Logistics Mgmt.

DATE POSTED: December 2016

POSITION SUMMARY:

The primary purpose of this role is to assist ARCOP's VP of Distribution & Logistics with the management of ARCOP's distribution network to ensure the uninterrupted supply of food, paper and supplies to Arby's restaurants. This includes managing high service standards of the individual distribution centers. This role also assists in other areas in order to drive the least landed cost of products to Arby's restaurants.

THE COOPERATIVE:

ARCOP, Inc. (www.arcop.net) is a non-profit Supply Chain Cooperative for the Arby's brand (www.arbys.com). ARCOP was formed in 1978 and is a separate company from Arby's Restaurant Group, Inc. (ARG) with governance oversight from an elected Board of Trustees representing Arby's franchisees and ARG. ARCOP utilizes the combined purchasing power of nearly 3,400 Arby's restaurants (~70% franchised) in the U.S. for goods and services that include food, packaging, beverage, capital assets, energy, service programs, freight and distribution management. Annual spend is \$1.3B.

Why We Exist: To be a 'best in class' supply chain organization driving business profitability through service to the ARCOP membership.

What We Do: We are business partners and supply chain professionals who execute ARCOP's 'Eight Rights': Hire the Right Team; Build the Right Culture; Develop the Right Partnerships; Ensure the Right Product Quality; Negotiate at the Right Price; Purchase in the Right Quantities; Distribute to the Right Place; and Deliver at the Right Time.

KEY RESPONSIBILITIES:

- *Manage Distribution Service and Network:*
 - Manage, track and report on the distribution service Key Performance Indicators (KPIs)
 - Administer and drive continued improvement in the semi-annual distribution survey
 - Implement and manage corrective action plans with distribution-related complaints and substandard service
 - Monitor and report on distribution drop size, delivery revenue, backhaul revenue, cash discounts and other distributor revenue streams
 - Ensure compliance with distribution agreements
 - Administer and report on the distribution fuel surcharge programs
 - Report and ensure that the distributors are exceeding Arby's QA standards
 - Foster strong working relationships with Arby's Operations teams in order to communicate and educate them on ARCOP's value-added services and programs
 - Maintain a distribution disaster preparedness plan
 - Assist with the development and implementation of ARCOP tactical and strategic plans
 - Assist in preparing and performing semi-annual business reviews
 - Identify and implement supplier/distributor optimization opportunities for cost reductions and/or service improvements

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- Assist with the identification and implementation of industry best practices
- Assist with distribution-related RFI/RFPs
- Assist with distribution transitions and implementation of related contracts
- *Other:*
 - Utilize ARCOP's technology/visibility system to accomplish required tasks and ad hoc projects
 - Assist, as needed, with the management of ARCOP logistics program which includes ensuring that distributors are following MOQ (minimum order quantity) and contracted lumber program guidelines
 - Assist, as needed, with the management of ARCOP's re-distribution program

KEY RELATIONSHIPS:

- ARCOP's Distribution Partners (7 partners across 15 DCs)
- ARCOP's Supply Management and Purchasing Teams
- Arby's Operations Teams
- ARCOP's Re-Distribution Partner(s)

EDUCATION & REQUIRED EXPERIENCE:

- BS/BA degree in Business, Supply Management or related field
- Strong analytical skills and a power user of Microsoft Excel
- Proficient with Microsoft PowerPoint and Word
- Five years of equivalent or related experience preferred
- Understanding of distribution in the foodservice restaurant industry preferred
- Project management experience preferred

REQUIRED KNOWLEDGE, SKILLS or ABILITIES:

- Demonstrate analytical and problem-solving skills including data evaluation, solution presentation and implementation
- Advanced computer skills for data processing, particularly Microsoft Excel
- Ability to communicate ideas in a convincing, influential manner and ability to interact effectively at all levels in the organization
- Track record of building positive and respected relationships with team members, other functional departments, supplier and distributor communities.
- Experienced with leading meetings effectively. Proven success in influencing others in group settings and obtaining alignment when required
- Sound decision maker who has a firm, but fair, leadership style
- High level of initiative with hands-on and multi-tasking capabilities
- Performance-driven and results-orientated with a strong work ethic
- Excellent interpersonal skills including oral & written communications with a customer service mentality

DIRECT REPORTS: This position will have one direct report, at the analyst level, who primarily focuses on reporting and managing the distribution services.

TRAVEL: About 5-10 trips per year.

To apply for this position, contact Matt Cosson at mcosson@arbys.com.