



Job Description Business Support Manager

About H&K

Founded in 1975, H&K International is a leading global supplier of stainless steel kitchen equipment to the food service industry with a long-established reputation for quality products, precision manufacturing and exceptional customer service. H&K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia and Asia.

Summary: This position supports the effort to improve the efficiency and quality of work by being a liaison between sales operations and an IT function (Web Developers).

Essential Duties and Responsibilities include the following:

- Develop, implement and enforce SOP's and key reporting tools.
- Understand the needs of the business with the ability to communicate that need to web developers for creation of outcomes.
- Prepare daily/weekly reports on status of various projects in order to provide a superior level of customer service to both internal and external customers.
- Participate in continuous improvement and dialogue with outside sales and key administrative disciplines.
- Develop, monitor and update a sales and manufacturing forecast.
- Monitor assigned sales organization's compliance with required standards for maintaining data.
- Formats various reports from AS400 utilizing Access/Excel.
- Proactively develop and implement reports and lead interdepartmental meetings/projects.
- Clear understanding of the start to finish in Project Management.
- Support implementation of ERP system.
- Assist in providing analysis on excess and obsolete inventory.
- Regularly analyze inventory on hand and open PO in order to prevent over stock and stock out situations, while also maintaining an adequate level of safety stock.
- Other duties as assigned

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree in Business, Sales/Business/Technology experience, 3 years' experience in Project Management, 2 years of experience in Management, Good understanding of general business and financial acumen, Expert in Excel and Databases with the ability to do spreadsheet modeling. Ability to use a linear thought process.