

Job Title: Supply Chain Specialist
Department: Business Operations / General & Administrative
Revision Date: 11/02/2018

### Company Overview

Clearwave Corporation is a rapidly-growing healthcare software company based in Dunwoody, Georgia. We improve the patient experience by making the check-in process fast, simple, and seamless. We allow patients to check in on their mobile devices and registration kiosks. We eliminate paperwork, automate eligibility verification, reduce check-in times by 70%, and increase cash collections by over 50%. We value excellent customer service, honesty, respect, flexibility and cooperation. Our team works diligently to deliver results and provide fresh solutions to solve customer pain points.

### Position Overview

As the Supply Chain Specialist, you will be instrumental in organizing and coordinating throughout the supply chain to produce and deliver self-check-in kiosk hardware to customers. Through your responsibilities, you will interact with customers, vendors and internal staff to deliver top-notch quality product to the end user.

### Position Accountabilities

Planning	<ul style="list-style-type: none"> <li>• Collaborate with sales and finance team members on contracts, invoicing, and forecasting.</li> <li>• Create and maintain professional relationships with customers, partners and vendors.</li> <li>• Work with team members to develop future purchasing plans and source potential relationships with vendors.</li> </ul>
Purchasing	<ul style="list-style-type: none"> <li>• Obtain quotes, compare costs and place purchase orders for kiosk production. Maintain purchase order record.</li> <li>• Track and monitor purchases, from initial order to delivery.</li> <li>• Process Extended Warranty purchases and record updates.</li> </ul>
Production	<ul style="list-style-type: none"> <li>• Organize and update database of suppliers, shipment and delivery times, invoices, and quantity of supplies.</li> <li>• Ensure deliveries contain all goods requested and that serial numbers match records.</li> <li>• Create, update and maintain production schedules and component pairing records and communicate to manufacturer.</li> <li>• Accurately and promptly update kiosk inventory and deployment records across all systems.</li> <li>• Obtain customer logo files for kiosk production.</li> <li>• Maintain records and produce monthly reports for kiosk software license issuance and reallocation for new and decommissioned kiosks.</li> </ul>
Process	<ul style="list-style-type: none"> <li>• Examine and review products, supplies and manufacturing processes to ensure quality.</li> <li>• Collect, review and analyze data and processes to identify areas for improvement and propose potential solutions.</li> </ul>
Logistics	<ul style="list-style-type: none"> <li>• Coordinate and schedule shipment of kiosks to customer locations.</li> <li>• Follow up with customer to ensure kiosk is properly delivered and troubleshoot delivery issues.</li> </ul>

Ongoing Support	<ul style="list-style-type: none"> <li>• Ensure great customer experience with hardware delivery.</li> <li>• Manage, document and process Kiosk Returns, Refurbishments and Re-Deployments.</li> <li>• Collaborate with Clearwave Customer Experience Team to support kiosk hardware throughout the life of the unit.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Special ad hoc responsibilities and projects.</li> </ul>

**Knowledge, Skills & Abilities**

- Bachelor’s degree in Supply Chain Management, Operations Management, Industrial Engineering or related field and/or co-op or 1-3 years related operations, production, purchasing or logistics experience is preferred.
- Must be highly detail-oriented, organized, self-motivated, eager to learn new skills and have a positive attitude.
- Excel at multi-tasking, solving problems and adapting to changing situations.
- Possess excellent professional communication skills, both verbal and written.
- Excellent computer skills, including Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) and Adobe Acrobat.
- Understanding of Cost Accounting preferred.
- Experience using Salesforce is a plus.
- Understanding of computer hardware and software and interest in physical configuration of the product is a must.
- Ability to think creatively and make quick, informed decisions.
- Aptitude for problem solving and troubleshooting.
- Willingness to learn and to grow with the company.
- Eager to learn and assist team members when needed.

**Position Details & Benefits**

- Full-time, salaried position
- Health Benefits offered (medical, vision, life and disability insurance)
- 401(k) with Company match
- Bonus opportunity
- Flexible work schedule with one day per week Remote
- Paid Personal Time Off (including six holidays per year)

Learn more about Clearwave Corporation here: [www.clearwaveinc.com](http://www.clearwaveinc.com)

NOTE: This job description is not intended to be all-inclusive. Clearwave Corporation is a dynamic, growing software company. Employees will perform other related duties as assigned to meet the ongoing needs of the organization.