

Director, Trade & Logistics - Americas

Tiffany & Co.

The Director, Trade & Logistics – Americas is the regional business partner for Americas in the Tiffany Global Trade & Logistics (GTL) organization. This role requires the deft combination of both customs and logistics knowledge to meet the wider Tiffany business goal of becoming the next generation luxury jeweler. The Director is responsible for balancing the compliance, cost and speed of shipments moving in and out of the following locations in Americas (currently US, Canada, Mexico, Brazil and Chile):

- 100+ retail stores
- 4 Manufacturing locations
- Multiple corporate offices
- A B2C Distribution Center that supports a thriving E-Commerce business (> 1 million orders)
- A global B2B Logistics Center located in New Jersey, USA
- Two Tiffany Service Centers
- Multiple trade partners

The Director represents GTL and partners with the business for projects taking place in the Americas region. The Director will drive the customs and logistics aspects in such projects, so that decisions reflect local realities, and final workflows are sensible for end-users. He/She is able to unblock issues, and critically, will use the experience to improve the previous process that led to such blockages.

The Director is supported by GTL direct reports, dotted line reports as well as the GTL Center of Excellence team. To reflect the large number of global projects initiated by US-based teams (the Corporate headquarters is located New York, NY), the GTL Center of Excellence team will prioritize the needs of the Americas region.

Current Highlights Of This Accountability Include

Strategic Supply Chain Efficiency – Provide leadership to strategic projects, and improve the supply chain to support the speed of the Americas business.

- Setting the strategic direction for the newly formed Americas Trade & Logistics team
- Developing the logistics roadmap for the Americas to drive optimal customer service, profitability, quality and performance while appropriately managing risks
- Identifying gaps in the supply chain or IT enablement, homing in on a solution, then developing business cases to persuade Corporate to allocate budget and resource
- Partnering with Replenishment Planning to improve the lead-time to Americas retail stores for merchandise
- Collaborating with the Americas and Supply Chain Finance teams for the profit planning cycle, using Hyperion and GL numbers as the common language for freight and duty spend

Current Highlights Of This Accountability Include

Day-to-Day Supply Chain Efficiency – Actively manage shipments, dissect the US\$50m freight-related spend, and enable data-based decision-making in the organization.

- Partnering with Merchandising teams for high-profile jewelry movements, balancing the trade-off between duty cost and speed
- Partnering with Creative and Store Development teams to unblock problematic shipments into the Americas
- Partnering with retail stores, manufacturing sites, offices and Distribution Centers to coax staff out of inefficient and incorrect shipping behaviors
- Partnering with Retail Operation, E-Commerce, Direct Sales and Business Sales to shape our E-Commerce delivery proposition
- Partnering with Supply Chain Finance to (a) maintain the Veraction vendor setup so that it is a single source of truth for freight spend; and (b) develop an efficient invoice review workflow to identify wrongly billed shipments, persistent shipment creation errors, expensive/problematic lanes etc
- Maintaining the Americas Sharepoint site to promote real-time knowledge sharing, and decision-making based on common set of facts

Current Highlights Of This Accountability Include

Customs Compliance – Defend the reputation of Tiffany by working with the GTL Center of Excellence team to enhance customs compliance with the least possible operational burden.

- Maintaining the delicate balance in compliance, cost and speed, especially for high-profile shipments
- Organizing voluntary disclosures in a controlled manner, with minimal use of expensive legal /consulting resources
- Improving awareness of CITES, customs valuation, classification, and origin concepts among Tiffany colleagues located in stores and offices

Required

- 12+ years of logistics and customs experience in multi-country environment. Experience in an in-house role is mandatory.
- Bachelor's degree, preferably with a numerical emphasis.
- Experience in leading large projects with tight timelines.
- Deep understanding of Lean, project management and change management concepts.
- Excellent IT skills, demonstrating a strong desire to "self-service" and learn new systems, rather than relying on others to extract data.
- Able to deal with uncertainty and make decisions based on best available information.
- Strong interpersonal skills, with a genuine interest in working across cultures and pre-empting "lost-in-translation" situations.
- Able to find ways to effectively work with a virtual team of direct and dotted line reports. #