



Operations Specialist

Elk Grove Village, IL

Are you looking for a role that allows you to work in a hybrid environment? One that positions you for career growth and personal development? That gives you an opportunity to learn the retail industry and business software including Salesforce and SAP? Then look no further. Here at Topco Associates we are looking for an Operations Specialist to manage orders, analyze and problem-solve supply chain-related requests, and provide exceptional support to our members, regional grocery retailers and wholesalers across the US. In this entry-level role, you will have the opportunity to learn the fundamentals of the retail, wholesale, consumer packaged goods, private-label, and store brands industries. This role positions you for a future career in Category Management, Sourcing & Procurement, Logistics, Supply Chain, Master Data, Treasury and so much more.

As the largest retail cooperative in the United States, Topco helps its member-owners operate like a virtual national grocery chain. Together, we provide access to better products, lower prices and more robust services for regional grocery retailers and wholesalers. And to achieve this, we employ some of the best and brightest professionals in the industry. As a vital part of America's supply chain, Topco's membership collectively represents billions in annual retail sales volume with thousands of stores. As a Topco associate, your efforts help support over 10,000 local communities.

Essential Duties and Responsibilities:

- Support Topco's Members by reviewing and approving incoming orders through SAP to identify and provide solutions for any discrepancies to ensure orders transmit automatically to our suppliers
- Problem solves incoming Member and Vendor requests in Salesforce CRM, SAP, and supply chain visibility system FourKites (this includes supply chain assistance providing tracking information, shortage information, notification of pricing discrepancies, item additions/removal from orders, etc.)
- Communicate with key stakeholders through Salesforce to ensure orders are shipped complete and on time
- Identify problematic order relationships to proactively address root cause and create mutually beneficial supply chain efficiencies
- Develop and promote positive working relationships with our members, suppliers, and associates
- Utilize SAP and Excel to develop and analyze reports on supply issues

Qualifications:

- Four-year college degree in business, supply chain, agribusiness, finance, communications, or related area preferred, or combination of education and experience conferring equivalent skills.
- Strong verbal and written communication skills
- Up to 1 year of previous work experience (internship or other part-time work)
- Proficient in Microsoft Excel



- Detail-oriented
- Must be able to problem-solve
- Excellent time-management skills
- Ability to work remotely and in the office up to once a week in Elk Grove Village, IL

Benefits:

- Medical / dental / vision benefit begin on day 1
- 401K employer match & profit sharing
- Tuition reimbursement up to \$10,000/year
- Hybrid work environment
- Learning & development opportunities such as soft skills training
- 18 days of PTO prorated to your start date

Keywords: Supply Chain, Grocery, Logistics, SAP, Salesforce, Customer Service, Order Processing

About Topco:

Topco is a \$16 billion, privately held company that provides aggregation, innovation and knowledge management solutions for its leading food industry member-owners and customers, including grocery retailers, wholesalers, and food service companies. Topco leverages the collective volume, knowledge, and commitment of these companies to create a competitive advantage in the marketplace by reducing costs and offering winning business-building capabilities. Learn more online at www.topco.com.

Apply Here:

To apply for this internship opportunity, please email a copy of your resume to recruitment@topco.com