

## Job Description

---

<b>Job Title:</b>	Supervisor, Materials Management & Key Control
<b>Department:</b>	Plant Operations
<b>Reports To:</b>	Director, Business Operations
<b>Jobs Reporting:</b>	Client Services Support Coordinators
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	February 2020

---

### **Primary Purpose**

The Supervisor, Materials Management & Key Control is responsible for managing efficient operation of the Materials Management and Key Control divisions of Plant Operations. Reporting to the Director, Business Operations, the Supervisor provides oversight and direction to unit staff on daily basis and manages the overall operation of the unit. The Supervisor also plays a key role in developing strategic plans for the unit to support the changing needs of Plant Operations and the campus as a whole.

The Materials Management unit plays integral role in managing procurement of new purchases, inventory management, and logistics of tools, parts, cleaning supplies, and other and materials purchased for Plant Operations.

The supervisor is responsible for efficient and secure operation of the Key Control unit including key distribution to Plant Ops staff, faculty, staff, students, contractors and consultants.

The Supervisor is expected to have a sense of ownership for the assigned areas, and be willing to adapt personal and work schedules to match the deliverables and responsibilities of the position.

### **Key Accountabilities**

#### **Operational Planning & Management**

- Oversees the effective planning, management and delivery of services related to materials management and key control, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.
- Facilitates meetings with daytime and nighttime supervisors regarding equipment concepts, tests and evaluations of products and equipment.
- Coordinates the requirements, distribution and management of employee uniforms for the department.
- Provides effective oversight of Key Control to ensure appropriate security access to user groups in all buildings.
- Ensures the Key Control counter is appropriately staffed with a strong focus on customer service and professionalism, servicing a wide variety of faculty, staff, contractors students and others.
- Promote collegial relationship between Plant Operations and various "Key and Lock" representatives across campus.
- Serves as product specialist and UW main point of contact for Medeco and other specialty key products/equipment.
- Interacts with customers (faculty, students, staff) to resolve complaints/conflicts in issues related to the unit.

## Job Description



- Liaises with other universities to ensure our key control/materials management policies and procedures align with industry standards.
- Researches alternatives for challenging product inquiries and negotiates new contracts as required.
- Works closely with the Associate Director of Environmental Services in sourcing cleaning and sanitizing products.
- Works closely with the Director of Utilities and Maintenance in sourcing equipment and part purchases for various maintenance projects.
- Ensures that material/part/equipment orders coordinate with various Preventative Maintenance programs.
- Ensures cost-effective purchasing of materials in support of Plant Operations Shops, taking in to account such factors as price, quality, life cycle, product turnover, etc.
- Maintains a strong understanding of related software the department uses, working collaboratively to ensure data integrity, common shared platforms, enhanced functionality, etc.
- Collaborates with Procurement Services to ensure compliance with University of Waterloo Procurement Policy and Broader Public Sector Procurement Directive.
- Trains staff and supervises flow of financial approvals to ensure compliance with University of Waterloo policies and protocols.
- Ensures that the timely financial processing for orders within the unit
- Collaborates with Procurement Services, Central Stores, Finance and other departments on campus to ensure strong working relationships.
- Liaises with Plant Ops Directors in the development and continuous improvements of material management processes.
- Facilitates the establishment of material and equipment standards in support of all divisions across Plant Operations.

### **General Management**

- Provides daily supervision for Materials Management and Key Control areas.
- Oversees the recruitment, hiring, training, evaluation, performance management, professional development and retention of all staff.
- Ensures strong collaboration and communication with and amongst the division staff, inspiring a culture where exceptional customer service is expected as integral to the service provided, and ensuring high productivity, effectiveness and morale.
- Coordinates assignment of available resources; providing clear instruction, tools and materials, training as required, evaluation of results and correction action as necessary.
- Develops and implements continuous improvements to ensure high level of customer service, operational efficiency and safety.

### **Health & Safety**

- In consideration of the University's commitment to the safety and well-being of all faculty, support staff, students, and visitors, and ensures University facilities and departmental activities are compliant with all applicable legislation, regulations, codes and standards related to facilities operations as well as occupational health and environmental safety.
- Active in health and safety and incident prevention by establishing, adhering and ensuring assigned support staff are following departmental policy, procedures and safe work practices required by the University health, safety, and environmental management system (HSEMS), and in accordance with relevant health and safety legislation, developing and enhancing a safety culture among support staff.
- Maintains a safe work environment in the division, and helps to facilitate safety across the department as appropriate.

## Job Description



- Prepares plans for distribution of various PPE products. Assists staff with selection of various options available for Plant Operations.
- Supports the Associated Director, Environmental Services with procurement, distribution, and support services for campus wide community for various cleaning and disinfecting products.

### **Strategic Planning**

- Assists with and supports the department's strategic planning efforts, addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure; maximizing opportunities for efficient delivery of campus fleet and equipment services and optimal investments in University-wide infrastructure.
- Provides the Director of Business Operations and other department managers with strategic advice, information and data to support decision making related to procurement and materials management, key services, and other related matters.
- Assists in the development of long-term strategies and operational plans for the department.
- Supports, tracks and reports progress on relevant strategic initiatives.
- Aligns business unit action and outcomes with department goals and objectives.
- Develops key performance indicators.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education**

- Minimum 3-year post-secondary education diploma or equivalent work experience.

#### **Experience**

- 3-5 years of supervisory experience, with a demonstrated focus on service excellence and high performance.
- 3-5 years of experience in materials management and logistics, preferably in a post-secondary environment.
- 3-5 years of experience with significant financial responsibility.

#### **Knowledge/Skills/Abilities**

- Strong understanding of Procurement Policies in the post-secondary education environment.
- Understanding of UW Procurement Policies is a strong asset.
- Strong computer skills, including Microsoft Office / Access, Adobe, and CMMS related applications relevant to materials management and facilities/operations.
- Excellent interpersonal and communication skills, with a demonstrated ability to work with all levels of the organization.
- Ability to effectively manage people and strong understanding of HR and LR principles
- Ability to multi-task and work under pressure in a fast-paced environment.
- Excellent organizational, planning and coordination skills, with a strong attention to detail.

### **Nature and Scope**

- **Contacts:** High level of interaction with all levels of the university community; frequent contact with external suppliers.
- **Level of Responsibility:** This position provides independent management of daily operation of the unit including supervision of others; This position also manages procurement of materials exceeding

## Job Description



---

\$6,000,000 annually and carries responsibility to comply with University of Waterloo Procurement Policies, and Broader Public Sector Procurement Directive. Failure to comply might result in litigation against the University.

- **Decision-Making Authority:** Makes decisions on operational strategies, timelines and staffing resources to meet strategic and operational objectives; This position also resolves customer service and financial conflicts with faculty/staff/students as well as external contractors/suppliers/consultants in relation to services provided by the unit; This position provides key strategic input on unit's long term strategic plans and executes the implementation and continuous improvements.
- **Physical and Sensory Demands:** Attention to detail, distractions, lifting carrying and/or handling objects.
- **Working Environment:** Office and warehouse based; requires a combination of sitting, standing and walking.