

Job Description

Job Title:	Service/Surplus Coordinator
Department:	Central Stores
Reports To:	Manager, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 2019

Primary Purpose

The Service/Surplus Coordinator is responsible for processing departmental requests for stored supplies, forms, janitorial supplies, asset disposal, e-waste. Maintains records retention boxes for various UW departments.

Key Accountabilities

Asset Disposal

- Processes campus requests for asset disposal and e-waste.
- Sorts disposed assets for either campus use, re-sale, e-waste, scrap or landfill.
- Allocates assets for re-use or recycling purposes.
- Deals with various vendors to dispose of products in an ecologically friendly manner.
- Provide functional direction to the SSA with regard to asset disposal

Product Distribution and Inventory Control

- Receives, processes and distributes requisitions for exam booklets, first aid kits, records boxes and envelopes.
- Maintain established inventory of these supplies in a designated area.
- Manages and distributes janitorial inventory for all of campus.

Key Holder

- Performs daily morning opening procedures at the Central Stores facility and make available secured keys for route staff.
- Unloads and receives Central Stores' daily Canada Post shipments.

Records Retention

- Manages several thousand boxes of confidential records retained at Central Stores.
- Dispatches boxes of records to departments as required. All boxes are labelled and tracked in the Central Stores SClogic system.
- Prepares records for confidential shredding according to legislative and UW requirements

Surplus Sales

- Assess computers and equipment for resale
- Coordinates 2-3 surplus sales per year from products based on their assessment of re-sale to the general public.
- Locates buyers or charitable foundations to sell/donate bulk or specialty items.
- Sells several surplus vehicles per year through a sealed bid process and accountable for cash transactions
- Ensure appropriate documentation that supports the reuse, sale or disposal of goods as per Finance policies and guidelines Works with finance and the Ministry of Transportation to facilitate vehicle ownership transfers to new buyers.

Job Description



Customer Service

- Commits to professional and exceptional customer service
- Ensures all customer inquiries are handled in a professional and timely manner and when customers are redirected to another staff, ensure customer is not left without service

Other Duties

- Provides coverage or additional support in other areas as required, in accordance with the Department's business needs.
- Performs other duties and assists with special projects, as assigned.

**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

- Post-Secondary degree or diploma or equivalent education and experience
- Valid G license with clean driver's abstract

Experience

- 5 years of experience in materials management with demonstrated leadership experience to mentor and provide functional direction
- Lift truck experience

Knowledge/Skills/Abilities

- Knowledge and expertise to diagnose and repair basic computer and hardware problems
- Proficiency in MS Word, Excel and other software such as third party receiving systems
- Excellent written and verbal communication skills
- Strong interpersonal customer service and relationship-building skills
- Excellent organizational skills with the ability to prioritize
- Demonstrated ability to lift up to 75 pounds manually and up to 5000 using material handling equipment.

Nature and Scope

- **Contacts:** Provides valuable customer service to all levels of the university community. The incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure effective positioning for the department. Interacts with external vendors including GreenTech, the License Bureau, FSO, and other universities.
- **Level of Responsibility:** Provides functional direction to Service/Surplus Assistant. Handles large quantities of cash and cheques for surplus purchases..
- **Decision-Making Authority:** Sets prices for sale items and decides what items return on campus, go to sale, or go to the landfill.
- **Physical and Sensory Demands:** High attention to detail. Will be required to lift up to 75 pounds manually and up to 5000 using material handling equipment.
- **Working Environment:** Warehouse based position with some exposure to the elements. Able to work beyond normal hours of operation to satisfy customer needs.