

## Job Description

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<b>Job Title:</b>	Manager, Central Stores
<b>Department:</b>	Central Stores
<b>Reports To:</b>	Director, Central Stores
<b>Jobs Reporting:</b>	Bulk Mailing Specialist/Mail Room Lead Hand Moving & Storage Coordinator UW Shipping Coordinator Service/Surplus Coordinator Receiving Coordinator On-Campus Courier Freight & Mail Delivery Associate Truck Driver Mail Service Specialist Digital Imaging Specialist Service/Surplus Associate
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	August 2019

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### **Primary Purpose**

The Manager, Central Stores oversees the on-campus and off-campus delivery systems. This includes mail service, shipping, receiving, moving, storage, surplus, warehouse product disbursements (Stores Requisitions), waste management (paper products), confidential shredding, e-waste material handling/recycling, digital imaging, gas cylinder order/delivery processes and specific courier delivery routes.

### **Key Accountabilities**

#### **Oversee Services Provided by Central Stores**

- Contributes to goal-setting and strategic planning for the department and implements those plans and goals
- Manage the planning and delivery of campus mail, freight delivery, and bulk mailing services. Ensures shipping of all products including dangerous goods and perishables. Oversees surplus and electronic waste pickup/disposal as well as confidential shredding pickup/disposal, are complete and done so in a safe and effective manner.
- Oversees exam, convocation and conference setup and the Inter-university mail transit system (IUTS)

#### **Logistics**

- Designs and implements efficient on campus mail services.
- Maintains monthly workload schedules.
- Creates special service strategies for unique university projects.

#### **Health and 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 staff.

#### **Staff Organization and Leadership**

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- Ensures effective communication of departmental direction and initiatives to direct reports.
- Coaches, evaluates, and supervises staff while maintaining effective employee relations and a safe work environment.
- Handles disciplinary action with the guidance of the Director and human resources.
- Manages the departmental recruitment process for permanent, summer and contract positions.
- Conducts staff performance reviews
- Compiles, analyzes and maintains statistical data/reports of the operations, including but not limited to: timekeeping, attendance and absence management, safety and regulatory training and compliance, staff performance and professional development.
- Ensures appropriate scheduling to meet the service and delivery needs of campus

### **Lift Truck Instructor**

- Manages the university tow motor training program.
- Directly provides in class theory and practical lift truck training for the university community.
- Interacts with vendors and repair companies to ensure lifting equipment is serviced/repaired according to ministry guidelines.

### **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 and a clean driver's abstract

### **Experience**

- 5-10 years of experience in a material handling facility
- 3-5 years of experience supervising and providing leadership/coaching/mentoring to staff

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

- Competent lift truck skills
- Proficiency in MS Word, Excel and Adobe
- Excellent knowledge of effective delivery systems
- Demonstrated record of accomplishment of effective leadership and collaboration with various constituents at all levels and ranges of expertise
- Proven ability to effectively manage multiple priorities and exercise independent, prudent judgement
- Familiarity with relevant University of Waterloo policies, procedures, and guidelines including Health and Safety, Staff Employment, Conflict Management and Human Rights, and AODA requirements is preferred
- Excellent communication and interpersonal skills, with a deep commitment to customer service

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- Demonstrated ability to lift up to 75 pounds
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### Nature and Scope

- **Contacts:** High level of interaction with all levels of the university community. The incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure effective positioning for the department
- **Level of Responsibility:** Manages functions and processes and ensures that service priorities and projects are completed. Responsible for leading and scheduling approximately 20 staff.
- **Decision-Making Authority:** Makes decisions on timelines, budget allocation, and staffing resources to meet strategic objectives.
- **Physical and Sensory Demands:** Will be required to lift up to 75 pounds. Need a high level of detail and the ability to handle multiple ongoing issues within the facility.
- **Working Environment:** The position is a both office and warehouse based with occasional exposure to the elements. Requires a combination of sitting standing and walking.