

## Job Description

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<b>Job Title:</b>	Assistant Manager, Shipping, Receiving and E-Commerce
<b>Department:</b>	Print + Retail Solutions
<b>Reports To:</b>	Manager, Retail Operations and Customer Experience
<b>Jobs Reporting:</b>	Inventory Coordinator
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	July 2022

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### **Primary Purpose**

The Assistant Manager, Shipping, Receiving & E-Commerce is accountable to the Manager, Retail Operations & Customer Experience. The incumbent identifies and leverages opportunities and partnerships to position the areas under their oversight as the trusted source for product logistics by receiving products and organizing them for distribution. They are responsible to oversee P+RS-related on- and off-campus shipping, receiving and logistics systems including department mail service, shipping and receiving (using computerized shipping, receiving and tracking technology), moving, storage, surplus, warehouse product disbursements, waste management, confidential shredding, and e-waste material handling/recycling. The incumbent is also responsible for overseeing the smooth operation of the P+RS e-commerce sales channel in order to maximize efficiency, sales and customer satisfaction. This role plays an integral role in increasing customer retention and loyalty, and in process improvement related to e-commerce activities.

### **Key Accountabilities**

#### **Leadership and Staff Management**

- Models the values of the P+RS department in interactions with internal and external partners
- Trains, supervises and mentors full-time, contract and casual staff working in the area
- With support from the Manager, Retail Operations & Customer Experience, addresses performance and staffing issues quickly and decisively – and proactively, whenever possible – within their area
- Monitors staffing levels and future needs for areas under their responsibility, and ensures casual staffing needs are identified

#### **Effective Operations and Supplies Management**

- Manages receiving/shipping functions, anticipating peak period cycles and ensures that all required deadlines are met
- Ensures that during peak business cycles, receiving of products, returns for credit, shipping to customers, etc. must all be balanced to accommodate P+RS overall requirements, including liaising with area managers to schedule orders and returns optimally
- In collaboration with the Marketing and Purchasing & Merchandising teams, ensures that the e-commerce site is up-to-date at all times
- Identifies opportunities for operational efficiency across P+RS through proper human resource planning and management and effective allocation of financial and operational resources
- Establishes and maintains effective and timely processes and response times by liaising with

on- and off-campus partners

- Proactively leads the strategic adoption of up-to-date shipping and receiving technology resources to ensure customers' needs and P+RS' business needs are met effectively
- Responsible for ensuring that, within their areas of responsibility, equipment and supply inventory is managed effectively
- Implements systems and processes to establish and maintain records for the operating unit
- Manages the budget for shipping supplies, always seeking ways to reduce costs while ensuring efficient and appropriate options are available to meet all shipping needs
- Responsible for coordinating the annual year-end inventory count under the direction of the managers of Accounting & Financial Analysis, Information Systems Strategy & Integration, Purchasing & Merchandising Strategy, and Retail Operations & Customer Experience, to ensure that all aspects of the count meet University requirements
- Responsible for the effective management, storage and movement of products within and between P+RS's various locations
- Responsible for creation of and adherence to warehouse safety standards and standard operating procedures for areas of responsibility

### **E-Commerce Evaluation and Improvement**

- In collaboration with the Manager, Accounting & Financial Analysis, develops KPIs for evaluation of e-commerce service levels and areas for improvement
- Continuously seeks out and employs industry best practices in an effort to improve P+RS e-commerce performance, ensuring that all reasonable metrics are tracked
- Collaborates with Accounting, Buyers, Business Development and IT teams to identify challenges and develop recommendations to support departmental goals and objectives through effective allocation, inventory and shipping processes
- Assists with analysis, review and recommendations to improve all aspects of the online customer experience
- Actively scans the e-commerce marketplace, identifying and assessing products, trends and innovations that P+RS can leverage to better serve its customers and remain a leading online retail site

### **E-Commerce Operations and Order Fulfillment**

- In collaboration with the IS team, identifies and works to resolve any customer-facing or platform issues as quickly as possible to minimize downtime and customer inconvenience
- Evaluates and improves shipping processes, in order to provide the most convenient, timely and cost-effective shipping options for customers
- Ensures consistent, effective communication between team members to provide customers with optimal service including special situations (e.g., backordered items, late order changes)
- Manages product SKUs, ensuring accurate data to support sales via the e-commerce site
- Liaises with others in the Purchasing & Merchandising team, the Marketing team and other members of the Retail Operations & Customer Experience team to ensure that the addition of new products, online merchandising, product rotation and onsite promotion are completed
- Responsible for the overall end-to-end fulfillment processes for online product orders – i.e., the complete life cycle of assigned projects in P+RS including, but not limited to:
  - Daily order fulfillment processes including picking, packing and processing;
  - Processing returns and refunds;
  - Taking corrective action when needed to ensure positive customer experiences; and
  - Lifting and moving product up to 50 pounds on a regular basis

## Job Description



- Actively takes part in inventory management monitoring and decision-making with teams from the various P+RS business units, to ensure that customers have access to products with as little interruption as possible

### **Collaboration**

- Meets regularly with the Assistant Manager, Retail Operations & Customer Experience and the Assistant Manager, Event Coordination & Resource Utilization to ensure that operational and customer experience needs are anticipated and priorities are met consistently
- Supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally at all times
- Where relevant, establishes and maintains strong collegial and productive relationships with colleagues at other post-secondary institutions, sharing best practices and developing solutions to shared issues within the sector
- Interacts regularly with the Retail Operations team, P+RS staff, and supports cross-promotion of products and services wherever possible
- Participates in strategic discussions to develop the optimal mix of product and service offerings
- Establishes and fosters positive relationships with campus service providers

### **Communication**

- Interacts regularly with P+RS staff to solicit input regarding receiving, shipping and e-commerce processes, looking for opportunities for efficiencies and improvements
- Develops, organizes and maintains procedures manuals for complete end-to-end receiving, shipping and e-commerce processes for easy access and use by P+RS staff
- Regularly updates the Leadership Team on e-commerce KPIs, including providing insight into potential challenges to help P+RS successfully avoid or mitigate their impacts

### **Customer Service**

- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service
- Commits to positive, professional interactions with all customers and provides appropriate level of assistance regardless of situation or location
- Replies to e-commerce customer inquiries or complaints when escalated by the Customer Experience team in a timely manner, with a strong commitment to not only solving that customer's issue and preserving loyalty, but enacting new procedures to avoid its repetition
- Acts on customer requests with a sense of urgency
- Actively learns about product and service offerings and enthusiastically shares this with customers
- Creates a welcoming environment for customers by greeting and assisting, and by quickly responding to customer inquiries and needs

*\*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**

- College diploma in business, supply chain management, retail management, operations management,

## Job Description



<p>logistics, human resources or a related discipline preferred</p> <ul style="list-style-type: none"><li>• Equivalent combination of education and/or experience will be considered</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Minimum of five years of progressive experience in a retail environment, with accountability for store operations and customer experience, preferably in an academic setting</li><li>• Minimum of two years of supervisory experience, preferably in a retail, warehousing or manufacturing environment</li><li>• Minimum of two years of experience in inventory/materials management, with demonstrated leadership experience</li><li>• Experience and demonstrated comfort using and training staff to use inventory management systems, sales processing systems and logistics software</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Highly developed relationship-building and communication abilities, including interpersonal sensitivity and excellent written, verbal and presentation skills</li><li>• Demonstrated leadership ability and computer literacy, including the ability to use relevant retail management systems and maintain data integrity</li><li>• Analytical and critical thinking skills</li><li>• Advanced problem solving, time management and conflict management skills</li><li>• Ability to manage projects, including working effectively with other team members to keep things on schedule and within budget</li><li>• Solid understanding of business operations and customer experience best practices</li><li>• Exceptional organizational skills and customer service</li><li>• 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 an asset</li><li>• Intermediate skill with MS Office suite</li><li>• Valid 'G' driver's licence required to support events</li></ul>

### Nature and Scope

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with students, faculty, staff, and the general public, and is responsible for maintaining excellent relationships with people and departments across the University and representing P+RS professionally. The incumbent also maintains excellent relationships with colleagues from other institutions to gather and share information related to providing the best retail experience possible.
- **Level of Responsibility:** For the areas under their oversight, as outlined above, the incumbent is responsible for the overall service performance, and for meeting the strategic goals and efficiency targets, set for their areas of responsibility. This position is responsible for direct supervision of the Inventory Coordinator, and provides functional direction to others who support their area (e.g., when a Shipper/Receiver/Operator is scheduled to assist with receiving duties).
- **Decision-Making Authority:** Makes decisions on timelines, budget allocation, staffing resources, and provides guidance to others. This position is expected to make recommendations to the Manager, Retail Operations & Customer Experience, and others on the P+RS Leadership Team as appropriate, related to opportunities for improved service, sales growth and business processes that impact both the incumbent and other functional areas within the department. Decisions made by the incumbent will have a direct impact on customer experience and perceptions of P+RS.
- **Physical and Sensory Demands:** Work varies with responding to telephone inquiries, email inquiries and verbal communication with customers and colleagues. Some work requires long

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periods of time seated and working at a computer, and other work will require standing or moving about, sometimes for extended periods of time. A great deal of lifting, bending and stretching is required, in order to move materials, organize inventory, set up shelving, unpack orders and pack shipments for delivery. Must be able to lift boxes up to 50 pounds regularly. This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury.

- **Working Environment:** This position works in a typical retail store, office and warehouse environment, with responsibilities in multiple locations across the University of Waterloo. At times, there will be unusual hours or schedules, including extended weekend and weekday hours during busy periods (e.g., Labour Day weekend; Convocation) and for P+RS events, and varying volumes of work at different times of the year. Some travel may be required from time to time.
- **Scheduling and the Possibility of Remote Work:** The Assistant Manager, Shipping, Receiving & E-Commerce is required to work on campus 100% of the time, except in special circumstances when remote work is approved in advance by the Manager, Retail Operations & Customer Experience. Vacations must be scheduled in advance so as not to interfere with departmental needs. In particular, the incumbent must work with their manager to ensure that no more than two of the following four people are away on planned absences at any given time:
  - Manager, Retail Operations & Customer Experience
  - Assistant Manager, Retail Operations & Customer Experience
  - Assistant Manager, Event Coordination & Resource Utilization
  - Assistant Manager, Shipping, Receiving & E-Commerce