

Job Description

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| Job Title: | Manager, Shipping & Receiving |
| Department: | Print + Retail Solutions |
| Reports To: | Associate Director, Operations & Strategic Initiatives |
| Jobs Reporting: | Courier Shipper/Receiver |
| Salary Grade: | USG 7 |
| Effective Date: | August 1, 2017 |

Primary Purpose

The Manager, Shipping & Receiving is accountable to the Associate Director, Operations & Strategic Initiatives. The incumbent identifies and leverages opportunities and partnerships to position the areas under his or her oversight as the trusted source for product logistics by receiving products and organizing them for distribution. He/She is 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 (paper products), confidential shredding, e-waste material handling/recycling, and specific courier delivery routes. Further, he/she provides leadership, support and development to the staff working within the business unit.

Key Accountabilities

Leadership

- Contributes to goal-setting and strategic planning for the department as a member of the P+RS Management Team, and implements those plans and goals within his or her area
- Assists in the creation of and adherence to P+RS' standards of excellent customer service
- Ensures effective communication of departmental direction and initiatives to direct reports by establishing transparency through shared P+RS goal setting
- Proactively participates in P+RS project prioritization and reviews it on an ongoing basis, while taking the initiative to make recommendations to the Associate Director, Operations and the Director with respect to potential customer service and conversion improvements to increase sales and profitability
- Models the values of the P+RS department and the priorities of the Management Team in interactions with internal and external partners

Effective Operations

- 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' and P+RS' business needs are met effectively
- Responsible for ensuring that, within his or her areas of responsibility, equipment and supply inventory is managed effectively
- Implements systems and processes to establish and maintain records for the operating unit

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- 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. This involves liaising with area managers to schedule orders and returns optimally.

Staff Management

- Trains, supervises and mentors full-time direct reports and team members
- Trains, schedules, and manages part-time staff from the department's casual pool. At peak times of year, there are up to six casual staff working to supplement the fulltime staff complement.
- Initiates and conducts regular performance conversations and annual reviews with direct reports
- With support from the Associate Director, Operations, addresses performance and staffing issues quickly and decisively – and proactively, whenever possible – within his or her team

Collaboration

- Interacts regularly with the Management Team and all P+RS staff and 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
- 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

Customer Service

- Commits to positive interactions with all internal and external customers, and provides appropriate level of assistance regardless of situation or location
- 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

Required Qualifications

Education

- College diploma in Logistics, Supply Chain Management or a related discipline is required; university degree is preferred
- Equivalent combination of education and/or experience will be considered

Experience

- Minimum three years of supervisory experience in a business, warehousing, manufacturing or post-secondary environment
- Minimum two years of experience in materials management, with demonstrated leadership experience
- Experience and demonstrated comfort using and training staff to use inventory management systems, sales processing systems and logistics software

Knowledge/Skills/Abilities

- Computer literacy with the use of retail management systems to receive and ship products accurately, maintaining the integrity of data entered
- Business acumen and analytical skills
- Critical thinking
- Demonstrated leadership ability
- Excellent written and verbal communication skills

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- Interpersonal skills and relationship-building
- 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
- Intermediate skill with MS Office suite

Nature and Scope

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with campus groups and off-campus suppliers to maintain and develop positive customer relationships and beneficial vendor relations.
- **Level of Responsibility:** For the areas under his or her oversight as outlined above, the Manager, Shipping & Receiving is responsible for the overall service performance, and for meeting the strategic goals and efficiency targets set for his or her areas of responsibility. Staffing for this area includes three full-time staff members and a small number of casual/student staff members.
- **Decision-Making Authority:** This position has decision-making authority for the items outlined above.
- **Physical and Sensory Demands:** This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. Lifting, bending and stretching is required, in order to move materials, unpack orders and pack shipments for delivery.
- **Working Environment:** This position works in a typical warehouse and distribution environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year. Some travel may be required.