

## JOB DESCRIPTION

<b>Position:</b> Manager, Operations	<b>Department:</b> Operations
<b>Reporting relationships:</b> Samlex President <b>Direct reports:</b> Logistics Coordinator, Materials Management Coordinator, Shipper/Receiver, Purchasing Coordinator, Order Entry and Order Fulfillment.	<b>Effective date:</b> September 24, 2021

**Position overview:** The management of a network of elements involved in the provision and logistics of product and services to support the corporate mission of achieving the best customer service in the industry:

- Inventory Management
- New Product Development
- Procurement
- Supplier relationship management
- Distribution and logistics
- Global trade Compliance
- Order processing

### Primary responsibilities:

To liaise with Engineering, Sales and Finance teams and lead/develop the Operations team to execute strategy by planning, directing and overseeing all aspects of the supply chain, including purchasing, offshore manufacturers relations, and inbound/outbound logistics, and trade compliance knowledge. The position is responsible for the overall operations and Supply Chain management, optimizing Inventories and minimizing shortages and keeping costs down.

### Specific duties:

- Communicate regularly with department team, other managers and executive leadership;
- Foster a spirit of teamwork with coaching, mentoring and training/developing staff utilizing the appropriate policies, documentation and processes;
- Initiating the purchase of inventory, assembly parts, marketing materials from established suppliers and overseas manufacturers;
- Overseeing and monitoring inbound/outbound logistics and determine appropriate lead time for sales;
- Work with new product development initiatives from market development to new product and assess existing product lifecycles;
- Fully manage inventory levels from purchasing, receiving, warehouse transfers and shipping to customers;
- Minimize back orders, shortages and monitor costs;

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- Prepare monthly inventory forecasts for main suppliers and update ERP for preferred stock levels (min/max);
- Research, understand the impact and implement reporting/controls for import/export customs, duties and tariffs;
- Warehouse management, including 3PL's and cross border inventory transfers;
- Facilitate and manage the implementation and setup of EDI business processes with customers and warehouses;
- Manage and communicate inventory count processes, timing and procedures;
- Develop annual Operation's plan and monitor actual to budget spend, review performance data and activity reports;
- Complete corporate questionnaires (ie: StatsCan, ABB/Achilles, NRCan, IAP (US)) to ensure Samlex is registered in the global vendor network, government import information, overseas shipments from US government;
- Lead Health and Safety meetings;
- Researching projects as required;
- Assisting with developing processes, financial controls and analyzing alternatives;
- Support sales and inventory analysis, as required;
- Taking the initiative to anticipate needs for process and system changes and provide support for implementation;
- Travel as required.

### **Education/ Skills required:**

- Bachelors degree in business and/or equivalent experience;
- Specialized degree or association in supply chain management (SCMA, CPSM, CPIM, CSCP) and/or equivalent experience;
- Experience and in-depth knowledge of import/export customs and duties;
- Experience with warehouse management, including 3PL's and inventory transfers;
- Experience with e-business/e-procurement and work flows;
- Possesses basic project management skills;
- Understanding and have experience with MS Office Products and ERP, preferably NetSuite platform;
- 5-10 years plus business experience, including minimum 5 years of management and leadership experience in team-oriented workplace.

### **Competencies required:**

- Experienced leader, able to coach and guide small teams.
- Demonstrated ability to serve as a knowledgeable resource to the organization's management team that provides leadership and strategic direction to the department and the corporation
- Recognizing problems and issues and bringing forward solution/options.
- Cooperates with and supports a team environment.
- Excellent communication, time management and organizational management skills;

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- Strong attention to detail and accuracy;
- Has business analytical skills, including effective problem-solving skills and demonstrates initiative;
- Evidence of the ability to practice a high level of confidentiality.