#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Supervisor, Logistic Services

**Job Number:** X-453 | VIP: 1945

**Band:** EXEMPT- 5

**Department:** Financial Services

**Supervisor Title:** Manager, Campus Print & Logistic Services

**Last Reviewed:**  October 5, 2023

#### **Job Purpose:**

The Supervisor, Logistic Services is responsible for the efficient operation of Campus Shipping & Receiving Department, under Financial Services, by providing exemplary customer service, coordinating, and allocating workload, ensuring specified quality and controls are exercised, and maintaining appropriate records.

Directs Logistic Agents to ensure safety and security measures met, a proper handling/delivery of goods is being maintained and excellent customer service is provided.

The Supervisor will be first point of contact for incoming large shipments, working with customs brokers and carriers for international shipment requirements and receiving goods and services.

Works collaboratively with the Manager and team to ensure above expectations (safety and security, quality, and efficiencies) are being met, looks for improved workflow opportunities and contributes to strategic planning.

#### Key Activities:

##### Supervision

* Responsible for supervising Logistics Agents (2) and minimal (25%) oversight for Durham Print & Logistics Agent.
* Duties such as shipping, receiving, storing, and distributing.
* Responsible for hiring all staff including completing hiring paperwork, interviewing staff, checking references, and presenting appointment letters.
* Train workers regarding duties and procedures.
* Using VIP, approves requests for time off (vacation, compassion, other).
* Responsible for staff performance management and discipline. As appropriate, works with the Human Resources Department to address disciplinary concerns, staff issues, clarify procedures, etc.
* Mentors direct reports in providing guidance, training, and assistance where necessary.
* Co-ordinate, assign and review work.
* Responsible for ensuring that legislated requirements are being met (i.e., Transportation of Dangerous Goods, chemical handling, receiving protocols).

##### Scheduling

* Oversight of incoming and outgoing shipments and large mailings. Ensure appropriate staffing for mailing projects and large volume shipments.

##### Customs

* Provides clients with guidance regarding importing and exporting goods on behalf of Trent University. Ensures compliances of cross boarder shipping met and works with Purchasing Services, carriers, researchers, internal staff and customs broker as necessary.
* Ensures accuracy of customs documentation for international shipments.
* Works closely with Purchasing Services regarding international shipments and CARM (CBSA Assessment and Revenue Management) as required.

##### Receiving

* Oversight of purchase order receiving and verification of shipments to associated purchase order.
* Utilizing specialized computer software applications.
* Follows Hechmet procedures and safety protocols. Labeling product and accurately entering data in the Hechmet system. Understanding of chemical transport and handling protocols.
* Document management.

##### Customer Service

* Point of contact for incoming and outgoing shipments for the University.
* Advise consignees when shipments have been received especially those frozen and perishable.
* Upon request provides information such as shipping rates, expediting advice, arrival times, customs requirements, etc.
* Other duties as required.

#### Education Required:

* College Diploma (2 – 3 years) in a related field such as Business, Office Management, Logistics and Supply Chain, or an administrative program preferred.

#### Experience/Qualifications Required:

* Minimum five (5) years of recent supply chain logistics experience, preferably within a university environment. Customs and cross boarder shipping experiences recommended.
* Demonstrated leadership or supervision of a team would be desirable.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Proficient in MS Office suite of products.
* Ability to prioritize multiple, conflicting deadlines; ability to work under pressure with frequent interruptions; ability to handle constant change and disruptions.
* Self-motivated, able to work independently and as a team.
* Attention to detail.
* Effective verbal and written communication skills.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Well-developed analytical reasoning required to think through problems, assess options, understand, and develop processes. Solution oriented.
* Requires ability to think critically with respect to processes and how to improve operations. Significant multiple deadline driven tasks that require prioritizing of resources.

##### Decision Making

* Using initiative in planning and organizing all work based on general guidance from Manager, Campus Print & Logistics regarding overall goals and objectives.
* Resolving problems including work related issues, technical or administrative problems, referring only unusual problems to senior staff. Determine how problems/solutions will impact operations and determine possible solutions prior to obtaining senior staff involvement.
* Recommending new procedures or changes to existing procedures to positively impact customer service, workflow processes and the campus as a whole.
* Engages with the end user to clearly understand their requirements to ensure the right result for their logistic needs.
* Supervisor is responsible for hiring, training and performance management of staff. Evaluates job candidates and makes effective recommendations on suitable hires.
* Responsible for requisitioning supplies and arranging maintenance and repairs on equipment.

##### Impact

* Any errors in judgement regarding shipments and receiving will result in a direct negative impact on customer service. Poor management and decision making will have a negative impact for the University.
* Requires high level of confidentiality. If this is breached or sub standard this will impact reputation and trust of the campus and community.
* Understanding the complexities of international shipping to avoid timely clearance delays and cost impacts to the University.
* Accuracy of data entry in Hechmet for chemical tracking and safety within the University.
* Accuracy of receipting shipments for audit, delivery tracking and overall error management.
* Accuracy of shipment receipt reporting to avoid invoice payments delays related to three-way match protocols.

##### Responsibility for the Work of Others

*Direct Responsibility for the Work of Others:*

* Logistics Agents (2)
* 25% Print & Logistics Agent Durham

##### Communication

*Internal:*

* Team: daily meetings and review of schedules for work requirements.
* Faculty, researchers, staff, students for customs and shipping inquiries.
* Complaint resolution.
* Teaching and training.
* Purchasing Services and Accounts Payables staff.

*External:*

* Carriers, suppliers and customs broker.

##### Motor/Sensory Skills

* Fine Motor Skills – ability to think visually and have spatial perception to coordinate stockpiles of packages, delivery staging and storing quantities of materials in a limited space.
* Coordination - Uncrating bulk shipments and preparing packages for shipment.
* Hearing - Constant high noise level; being able to hear phone and carrier drivers.
* Seeing - Defective shipments.
* Smell - Fumes from delivery vehicles.
* Touch - Package materials.

##### Effort

*Mental:*

* Sustained concentration and focus to complete large volumes of time sensitive work.
* Ability to read and interpret manifest documentation and PO’s.
* Processing information.

*Physical:*

* Standing – Sorting mail.
* Bending - Unloading and loading of shipments.
* Strength – Ability to lift up to 20 lbs; pushing, pulling, lifting and moving objects.
* Sitting - Operating computer.

##### Working Conditions

*Physical:*

* Environmental. Exposure at loading dock to delivery vehicle noises and fumes. Lack of windows in office environment.
* Sitting and staring for long periods of time at computer.
* Constant fluctuating temperatures due to dock environment.
* Standing on concrete floors hard on feet and legs.
* Walking, bending, lifting, carrying
* Constant interruptions from carriers regarding deliveries throughout day and having to move from office space to loading dock area continually.

*Psychological:*

* Supervising people.
* Co-ordinating, planning and organizing.
* Lack of control.
* Time demands, short lead times, volume of work.
* Changing priorities.
* Variety of interruptions.
* Dealing with upset clients and complaint resolution.