POSITION SUMMARY
QUEEN’S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Manager, Business Services & Logistics
DEPARTMENT: Strategic Procurement Services (SPS)
CLOSING DATE: May 12, 2020

JOB SUMMARY:
Reporting to the Associate Director, Procurement Operations, the Manager, Business Services & Logistics (Manager) is responsible for managing all aspects of the business services within SPS, which include the university’s credit card programs, along with logistics and customs. The Manager plays a key advisory role by providing financial analysis, including information required for strategic planning purposes and ensuring compliance. The Manager is responsible for preparing reports, analyzing data, audit considerations, credit card account maintenance and support/monitoring of all transactions related to university credit card programs, logistics and customs.

The Manager leads the Business Services & Logistics team and acts as a trusted advisor to senior procurement leadership on mitigating risk, issues, trends, concerns and opportunities.

Committed to equity, diversity and inclusion, the Manager has a client-focused approach taking a lead role in the research on industry standards, best practices, and industry technological developments identifying new and existing capabilities for the procurement business services and logistics functions at the university. This role actively builds relationships with diverse and decentralized groups of department leaders, stakeholders and subject matter experts and works alongside counterparts in Procurement Systems and Financial Services to align the business needs of the university with available and proposed technology.

KEY RESPONSIBILITIES:
• Understands, collaborates, liaises and communicates with internal clients and external stakeholders to plan and address credit card programs, logistics, and customs changes to meet current and future business requirements.
• Acts as a project lead to research, investigate and recommend systems and business process improvements based on a comprehensive analysis of options, resource estimates and risk/benefit analysis. Performs cost-benefit and return on investment analyses for proposed changes. Prepares written proposals of recommendations and presents to stakeholders, which include internal clients, senior university administration and procurement management.
• Elicits, analyzes, edits, and documents user requirements for the universities credit card programs to ensure the university and its departments business needs are met; includes brainstorming, documenting and interface analysis, and conducting interviews, focus groups or requirement gathering workshops.
• Designs credit card programs based on the needs of a department or faculty ensuring a high quality, effortless user experience.
• Performs complex problem diagnosis, detailed analysis and completes investigation of compliance issues. Provides recommendations on corrective actions.
• Supports and influences the decision making process through consensus building when conflicting requirements or processes are identified.
• Collaborates with departments and units to identify training requirements for users of the credit card programs. Develops and updates training materials and documentation. Coordinates and delivers training as required across all programs.
• Oversees the development, implementation and monitoring of the university credit card programs, ensuring that programs are established in line with project and business analysis methodology.
• Manages risk effectively, anticipates challenges, investigates issues, and makes recommendations for solutions, understanding cross-functional impact.
• Updates and shares business knowledge to remain current on changing systems and business processes within procurement business services and logistics (public sector and industry).
• Oversees and performs sophisticated reporting and detailed analysis of financial and procurement data from a variety of sources, extracting and/or collecting the appropriate data as necessary to inform planning and operations. Prepares reports and summaries of issues and observations and recommendations for future direction and to meet internal and legislative requirements and requests, where appropriate.
• Identifies task and project deadlines, and adhered funding assigned; adapts to change quickly and works with project team to identify challenges while maintaining momentum to meet milestones.
• Manages departmental audits for compliance to policy, regulatory requirements including risk mitigation for the corporate card program at the university - audits for compliance with internal policy, expense reimbursement rules and public sector travel and expense guidelines.
• Develops audit reports for senior administration, department heads and Procurement Management regarding compliance to commercial card program requirements, including recommendations and follow-ups on internal control changes to ensure compliance.
• Provides follow up with departments to ensure compliance with recommendations for corrective action.
• Investigates cases of misuse or fraud by performing a forensic audit.
• Maintains a separate audit system for research finance according to specific granting requirements.
• Manages the use of the compliance audit software in order to proactively detect fraud/misuse of cards and spot audit high risk transactions. Develops rules within the compliance audit software to ensure misuse and fraud are identified based on analysis of buying trends.
• Conducts continuous review of the university’s preventative controls to reduce incidents of misuse or fraud, develops recommendations to be presented to Procurement Management.
• Serves as a critical knowledge resource person for the Procurement Operations unit and acts as backup to the Associate Director, Procurement Operations in times of absence. Recognizes diversity of abilities and adapts content, tone, medium and style to audience to be inclusive.
• Plans, prioritizes and manages the work of employees, providing strategic and tactical advice, guidance and coaching. Identifies the need for staff resources, participates on staffing committees, and makes effective recommendations regarding employee selection.
• Manages performance by establishing employee performance standards, reviewing and evaluating performance and conducting formal performance reviews on an ongoing basis.
• Assesses staff training and development needs and ensures employees receive training required to improve and sustain successful performance.
• Investigates, addresses and resolves employee/labour relations issues, including disciplinary and discharge matters. Makes decisions or effective recommendations on matters involving possible discipline, discharge and probationary termination.
• Respects diversity and promotes inclusion in the workplace.
• Other duties as assigned by the Associate Director, Procurement Operations.

REQUIRED QUALIFICATIONS:
• Degree or diploma in business administration or commerce required with a minimum of five years of procurement, financial or auditing experience, preferably in a public sector environment.
• Professional designation such as Supply Chain Management Professional, Certified Accountant or Auditor or enrolment in one of these designation programs.
• Advanced knowledge of procurement business services and logistics, along with experience in procure to pay environments.
• Advanced knowledge of regulations including federal, provincial, international and local directives related to credit card standards, logistics and customs.
• Proven prior management experience to demonstrate strong leadership and team development skills to manage a group of skilled professionals.
• Knowledge of university administrative processes, Queen’s experience is an asset.
• Knowledge of business analysis discipline (could include applicable training and/or certification).
• Specific working experience with and/or formal training with web based administrative systems and the implementation of new business process solutions.
• Understanding of the credit card program and logistic processes, Broader Public Sector experience preferred.
• Experience in delivering training.
• Technical ability and experience performing forensic audits.
• Consideration may be given to equivalent combination of education and experience.

SPECIAL SKILLS:
• Excellent written and verbal communication and interpersonal skills; ability to deal effectively with diverse groups of people; strong organizational and planning skills; ability to cope with multiple demands and manage competing priorities.
• Advanced computer skills for data analysis and information distribution/reporting.
• Judgement, tact and foresight to predict trends and problems and adapt processes to optimize outcome. Adapt to changes without compromising quality of services.
• Advanced analytical, critical thinking, and problem-solving skills.
• Ability to adapt to and implement new technologies.
• Ability to work both independently and as part of a team and possesses a customer focused attitude.
• Self-motivated with an ability to take initiative and responsibility for projects from beginning to completion.
• Values individual differences from all backgrounds and lived experiences such that their own, and others’ contributions are maximized; supports fair treatment and opportunity for all; demonstrates commitment to diversity and equity.
• Demonstrates strong leadership and conflict resolution skills that enable successful delivery and implementation of new technology solutions.
• Experience in interpreting, explaining and applying policies and regulations.
• Strong ethical standards.

DECISION MAKING:
• Makes decisions regarding design, set-up, definition, and related aspects within the business services and logistics processes.
• Makes decisions based on the results achieved through consensus building sessions, which have a direct impact on how requirements and deliverables are established.
• Makes decisions on completeness of all related process tasks aligned with business unit priorities.
• Determines type and level of information needed by senior management to support decision making, or if and when escalation is needed.
• When working with business owners, determines most effective method and/or strategy to identify opportunities, present information and gather requirements; conveys potential impact of business decisions on systems and supporting processes.
• Finds solutions to unanticipated problems within support team parameters; determines how problem and recommended solution may affect information systems, stakeholders and/or business processes.
• Determines appropriate strategy and content when developing training documents and sessions based on audience.
• Evaluates job candidates and makes effective recommendations on suitable hires.
• Makes decisions and/or effective recommendations regarding transfers and promotions.
• Evaluates employee performance and decides on appropriate training or coaching to address lack of proficiency in carrying out responsibilities, or remedial action for staff disciplinary situations.
• Assesses investigation outcome of grievances and makes effective recommendations on appropriate course of action or next steps on grievances.
• Makes effective recommendations on level of discipline up to discharge and probationary termination.

APPLICANTS PLEASE FOLLOW THE LINK BELOW: