

Job Posting

Contract Specialist, Supplier Relationship Management

Overview

The Contract Specialist works in a matrix model* and is responsible for maximizing value to customers and ensuring accountability with OECM Supplier Partners through effective contract administration of a portfolio of Master Agreements with Suppliers deemed as “Emerging”, “Routine” and “Operational” Suppliers as per the Supplier Relationship Management Group’s Supplier Segmentation / Classification by:

- Coordinating the day-to-day contract lifecycle activities to support the Supplier Relationship Manager’s (SRM) portfolio of products and services to achieve compliance with terms and conditions, e.g., identifying business requirements regarding contract terms and conditions for RFXs; planning and leading the negotiation of contract amendments/renewals; monitoring/auditing supplier performance regarding compliance with terms and conditions; administering contract amendments, closeouts, renewals and reporting
- Fostering strong working relationships with customers, supplier partners and colleagues
- Acts as a first level focal point for supplier performance issues related to assigned supplier relationships.

The ideal candidate will have experience in procurement. Procurement experience in the Ontario Public Sector is considered a definite asset.

Key Responsibilities

The primary duties and responsibilities include, but are not limited to:

Identifies Contract Management Requirements

- Identifies and drafts requirements for contract terms and conditions regarding supplier performance, reporting, billing, etc., ensuring they are incorporated into business requirements for RFX documents.

Contract Administration

- Sets up and maintains a contracts “database / tracking log” to manage changes, terms, obligations and status notifications to ensure timely processing of contract documentation and implementation
- Maintains all contractual documentation to support day-to-day administrative tasks and procedures; reports, tracks, and processes all documentation in a timely manner (e.g. drafting and executing contract amendments)
- Identifies and resolves administrative issues to ensure contract renewals, amendments, etc., move ahead on schedule
- Identifies opportunities to merge / consolidate contracts, enhance terms and conditions as well as enhance consistency / standardization to sustain value for the customer; informs the SRM of key dates and requirements
- Establishes the schedule and coordinates the logistics (i.e. agendas, minutes, etc.) for supplier partner business reviews
- Maintains an awareness of leading practices in contract administration and continually improves policies and processes with a view to achieving a more efficient and consistent workflow, improved standardization, greater control and visibility into the overall value of the products and services in the contract portfolio:
 - identifies process inefficiencies and makes recommendations for improvements

- presents recommendations for improvement, e.g., documentation, contract management tools, templates, methods and processes
- develops and maintains policies and implements improved/refined processes and procedures to increase productivity and/or correct any deficiencies.

Contract Monitoring and Compliance

- Acts as the primary liaison with and responds to inquiries from supplier partners and customers regarding compliance with Master Agreements
- Monitors supplier partners' performance for adherence to contractual obligations (including KPIs and SLAs) of Master Agreements to ensure consistent application of contract terms and conditions
- Interprets contract terms and conditions and manages contractual disputes, including corrective action, all in collaboration with stakeholders
- Identifies risks and issues regarding contract compliance; mitigates risk by applying deep understanding of contract law and specific Master Agreement terms and conditions; escalates and consults with Manager regarding contractual issues that are not resolved satisfactorily and in a timely manner and proposes viable resolutions
- Logs and track applicable Client Supplier Agreement ("CSAs") and queries through to successful resolution.
- Advises SRMs on all aspects of agreements, consumption and associated queries while maintaining high levels of quality in preparation for ongoing supplier performance review meetings
- Suggests alternatives that lead to the best solution quickly and efficiently; must build relationships and know where to go for information to resolve issues.
- Working with Customer Engagement Group, designs and conducts customer feedback mechanisms to assess performance of supplier partners in meeting their Master Agreement obligations.

Contract Renewals, Change Orders and Closeout

- Leads and facilitates contract negotiation discussions with supplier partners by preparing the plan for negotiating contract renewals and change orders regarding extensions, price refreshes, updates to products and services offerings using a variety of sources, e.g., analysis of product/service utilization reports (from Analysts), feedback from customers (surveys re product/services and delivery issues), general commodity market information, supplier performance through business review meetings etc.
- Conducts the negotiation with the supplier to ensure customer needs met, continued contract compliance, OECM's business objectives are met, along with the development of the appropriate documentation and sign-offs
- Prepares plans and content briefs to communicate changes in contracts, e.g., termination, extension, scope change and other terms subjects to customers and other stakeholders in a timely and effective manner
- Manages the contract transition/close out plans as required.

Contract Analysis, Audit and Reporting

- Prepares reports such as contract expiration and price refreshes on a regular basis
- Provides input into forecasting potential spend for contracts being managed
- Acts as the primary contact among the business relationship teams ensuring that all contractual matters are addressed efficiently and promptly
- Conducts compliance audits (e.g., tracks, monitors, verifies that all legal and contractual requirements have been met); identifies related issues, reports variances, reconciles accounts
- Provides regular and timely reporting and briefings to the SRM (and the Sourcing Group as required) regarding contract status and potential issues / concerns for immediate action

Skills and Qualifications

- Degree in Business Administration, related field and/or completion of the Purchasing Management Association of Canada certificate
- Minimum of five (5) years' recent, experience in contract administration, preferably in the public sector, or an acceptable combination of education, training and experience.
- Strong analytical and writing skills
- Ability to use sound judgement, logic and innovative solutions
- Comprehensive understanding of Ontario's legislative/regulatory/policy framework regarding commercial contract law, compliance and risk, and related contract management methods
- Strong knowledge of business analytics principles, methodologies and techniques, including: reporting frameworks, performance scorecards, key performance indicators, statistics, relational database concepts and tools.

We offer...

OECM is a great place to work. Employees thrive in a collaborative and supportive work environment; enjoy a comprehensive and competitive total compensation package, excellent career growth and professional development opportunities, and a dynamic people-focused company culture that supports work/life balance.

Apply

Apply to this opportunity by sending your resume to hr@oecm.ca by 4:30 p.m. on Friday, November 6, 2020. We thank all applicants for their interest. However only those selected for further screening/interview will be contacted.

OECM is an inclusive employer. Accommodation is available under the Ontario Human Rights Code.

About OECM

OECM is a trusted not-for-profit sourcing partner for Ontario's education sector, broader public sector, and other not-for-profit organizations. We contract with innovative, reputable suppliers to offer a comprehensive choice of quality products and services, to generate significant savings for our customers.

Our staff are passionate about leading projects to acquire collaboratively-sourced and competitively-priced products and services for [OECM's Marketplace](#) and connecting customers and suppliers with leading edge products and services to meet customers' needs.



Customers: Discover our Marketplace of Products and Services



Suppliers: Grow your business with access to a \$4 billion market



Get Started: Find out how to start buying through OECM