

Supply & Demand Planning Manager

Summary:

CROSSMARK is a leading sales and marketing agency across North America and has been recognized by Forbes as one of Canada's Best Employers for 2021. We are currently recruiting for a Supply and Demand Planning Manager role in the Mississauga area. In this role, you will be responsible for the operational success of a range of supply chain functions specifically in the product management and demand planning aspects for all clients of the Select Brand Distributors Inc. (SBDI) division. This is a highly visible role within the SBDI business unit, and the incumbent will be the point of contact with the CROSSMARK leadership team to drive focus, attention, and develop processes and procedures along the entire supply chain process. The incumbent must also have a "roll up the sleeves" attitude and be willing to dig into the details, analyze data, and provide resolutions to both the leadership and client teams on a regular basis. This role is both client and vendor facing, and the incumbent must have excellent communication and presentation skills to effectively articulate with all parties regarding problems and resolutions.

Essential Duties and Responsibilities:

1. Responsible for planning and developing policies and procedures, implementing and providing effective service, and ensuring customer/retailer and client satisfaction.
2. Assess, analyze, and ensure appropriate levels of inventory, flag and develop close to code inventory strategies looking at days forward coverage and ensuring the assumptions are correct.
3. Oversee the activities of SBDI's third party logistic provider (3PL) ensuring adequate levels of inventory and mitigate any date coding issues.
4. Utilize analytical skill sets to assess appropriate levels of inventory requirements, and work with Customer Business Managers and Business Account Managers to validate weekly forecasts and ordering patterns.
5. Develop a demand plan forecast and process in the organization, with proper rigor and cadence on weekly/monthly basis.
6. Dig deep into the data and forecasts, analyze them, and provide recommendations around forecasting and demand planning.
7. Reassess entire supply chain process within CROSSMARK and make recommendations on what needs to be improved, what further audit checks are required, and identify critical control paths.
8. Develop and clearly communicate/present to CROSSMARK leadership team and client teams replenishment strategies, issues which require immediate attention, and development of future strategies related to inventory management principles within the organization.
9. Complete and enhance supply chain reporting to be utilized by external and internal clients and the Canadian Leadership Team.
10. Manage and foster the daily relationship with SBDI's third party logistic provider (3PL) and champion continuous improvement objectives with them, tracking to a defined set of SOPs.
11. Manage, coordinate and ensure that all customs activities are adhered to working with SBDI's custom broker and 3PL so that inventory arrives at the warehouse on time and mitigating any storage fees.
12. Support internal stakeholders including but not limited to Business Account Managers, Customer Account Managers and Finance to mitigate retailer fines due to non-compliant Purchase Orders (POs) including late delivery, discrepancies, etc.
13. Manage and coordinate all aspects related to SBDI's Health Canada site license by working with SBDI's designated quality partner.

NOTE: This job description does not imply that the above functions are the only tasks that may be performed. Associates will be expected, if possible, to follow any other job-related instructions and perform any other job-related tasks as directed by management.

Qualifications / Requirements:

1. Education/Experience: College or University degree a must. A minimum of 5-7 years Supply Chain experience required preferably in the CPG industry.
2. Certificates, Licenses: Completed Certified Supply Chain Management Professionals designation (CSCMP) or equivalent preferred.
3. Computer Skills: PC proficiency and advanced skills in Word, Excel, PowerPoint, Outlook.
4. Experience using ERP systems such as Sage, MEI and WMS and advanced skills in extracting data from vendor POS portals such as Walmart Retail Link.
5. Ability to develop and maintain business partnerships at all levels of the organization, and to demonstrate sound decision-making and influencing skills.
6. Ability to manage time against projects and priorities, have strong data analysis and problem-solving skills.
7. Ability to work effectively in a team environment, demonstrate strong verbal and written communication skills with internal and external clients.
8. Must have a high level of personal initiative and ability to function autonomously with a strong sense of urgency and comfort with new and rapidly changing situations and environments.

CROSSMARK is committed to providing accessible employment practices and welcomes applications from people with disabilities. If you require accommodation for a disability during any stage of the recruitment process, please let us know.

Please send your resume to raiza.pinheirodasilv@crossmark.com or you can complete an [online application here](#).