

Manager, Logistics Services – Logistics Services

COMPETITION NUMBER:	25-182
STATUS:	Permanent Full-Time
DEPARTMENT:	Logistics Services
REPORTS TO:	Director, Patient Access & Logistics Services
HOURS:	Days, 7.5 Hours Shifts, with occasional weekends & evenings (flexibility may be required)

Mackenzie Health is seeking a Manager, Logistics to lead and evolve our logistics operations during a dynamic period of growth and corporate services transformation. In this high-impact role, you'll oversee the day-to-day operations of the logistics team — including Just-In-Time (JIT) supply chain, central stores, and shipping & receiving — ensuring the seamless flow of supplies that support exceptional patient care. You'll also lead product research, vendor sourcing, and inventory distribution across the hospital, playing a key role in system optimization and service integration. This position is more than operational oversight — it's an opportunity to build high-performance teams, champion service excellence, and drive innovation that directly supports our hospital's strategic goals. You'll collaborate closely with clinical and corporate departments to improve delivery models, lead process improvements, and support the implementation of new technologies, including ERP system optimization. At Mackenzie Health, we know that People are our Strength — so this role offers pathways for professional growth, leadership development, and participation in transformational projects that are reshaping how healthcare is delivered.

Primary Responsibilities:

Operational Leadership and Inventory Management

- Provide oversight of the Just-In-Time (JIT) supply chain, central stores, and shipping & receiving, ensuring that logistics strategies and operations are aligned with Mackenzie Health values and service standards.
- Develop and maintain logistics strategies that support patient care and organizational goals, while ensuring business continuity.
- Act as the primary logistics contact and problem solver during codes, emergencies, and pandemic responses.
- Maintain a proactive pandemic supply strategy in coordination with key stakeholders.
- Promote service excellence by working to continuously improve customer service levels across the logistics functions.
- Establish and implement logistics industry best practices and standards to meet or exceed business goals and performance targets.
- Actively contributes to capital planning initiatives, budget preparation and hospital-wide committees and forums.
- Ensure high inventory accuracy through the maintenance and continuous improvement of the inventory tracking system.
- Oversee routine cycle counts and manage monthly and year-end inventory processes.
- Manage the resolution of critical backorders and implement effective substitution strategies.
- Provide active leadership and participation on relevant hospital committees, working groups, and industry forums.

Mackenzie Health is an inclusive and equal opportunity employer committed to providing accommodations for applicants upon request at any stage of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

Technology Optimization

- Collaborate with cross-functional teams to define business requirements, refine user stories, and assist in the design and deployment of ERP solutions tailored to logistics operations.
- Lead efforts in data gathering, cleansing, and validation to ensure accurate system setup; support testing phases including UAT and parallel testing to maintain ERP data integrity.
- Facilitate process improvements, support ERP updates, coordinate with stakeholders for issue resolution, and assist in training development and delivery to ensure user adoption and system effectiveness.

People Leadership

- Recruit, coach, mentor and evaluate staff, fostering a culture of accountability, growth and continuous improvement.
- Ensure that new staff are effectively oriented to the department and organization, with the support of Logistics Supervisors.
- Establish and communicate performance expectations, both individual and team.
- Manage staff scheduling, work assignments, payroll, and attendance effectively and in accordance with collective agreements and organizational policies.
- Promote and facilitate continuing educational opportunities for staff.
- Ensure a safe and effective working environment for staff.

Cross Functional Collaboration

- Establish and maintain professional relationships within the department and with other hospital departments.
- Collaborate within the portfolio and with partners to support the implementation of logistics-related initiatives and service improvements.
- Ensure corporate standards, policies, and procurement guidelines are adhered to in all projects.
- Coordinate education and training with multiple departments.
- Maintain and update all policies and procedures in a centralized database.
- Actively participate in capital planning and relevant committees.
- Develop and monitor the departmental budget, identifying cost-saving initiatives through internal development and contract services.
- Identify and plan for capital expenditures on a multi-year review cycle, ensuring alignment with broader organizational priorities.
- Participate in the annual hospital budget preparation process.

What must you have?

- College diploma or university degree in business or supply chain related field, or equivalent experience required.

What else do you bring?

- Minimum of 5 years of supply chain/logistics management experience in a healthcare or equivalent environment.
- Strong supervisory skills with the ability to effectively lead a team and foster a culture of service excellence.

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Job Posting

EXPERIENCE A PLACE WHERE
PEOPLE COME FIRST



- Excellent interpersonal, communication, coaching, mentoring, and team-building skills that promote positive interactions.
- Ability to manage multiple competing priorities and work effectively under pressure.
- Demonstrates exceptional organizational skills, adaptability, and the ability to prioritize conflicting demands while working within tight deadlines.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, and Outlook) and logistics-related software such as Allscripts, SMS auditing tools, etc.
- Strong analytical problem-solving abilities with effective decision-making skills.
- Exceptional attention to detail and proficiency in project management and negotiation.
- Results-oriented with a strong sense of initiative and accountability.
- Excellent written and oral communication skills, with demonstrated leadership capabilities.
- Proven attendance record, demonstrating reliability and commitment.
- Demonstrates understanding and complies with patient and staff safety policies and procedures that foster a safe and inclusive environment for all.
- Ability to perform essential duties of the job with a focus on efficiency and quality.
- Effectively uses empathy in interactions with others and demonstrates behaviours consistent with Mackenzie Health's Commitment to Caring.
- Models behaviour that is aligned with the values of Mackenzie Health – Excellence, Leadership and Empathy.
- Commitment to providing an exceptional experience for staff and clients within a challenging and exciting health care environment.

Preferably, your profile also includes:

- CSCMP, P. Log. Or other supply chain related designation preferred.

****You may be required to work at any site of Mackenzie Health***

To apply for this opportunity, please submit your application to Niroja Niranjana, Talent and Benefits Associate, Human Resources, (Niroja.Niranjana@mackenziehealth.ca) or on our career website at www.mackenziehealth.ca

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We thank all applicants for their interest, however, only those under consideration for an interview will be contacted.