

Senior Manager, Business Services and Logistics

Reporting to the Director, Strategic Procurement Services ('Director'), the Senior Manager, Business Services & Logistics ('Senior 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, and the university's central postal services operation. The Senior Manager plays a key advisory role by providing financial analysis, including information required for strategic planning purposes and ensuring compliance to not only university policies but legislative requirements. The Senior 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 Senior 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. The Senior Manager is a member of the Department's Leadership Team.

Committed to equity, diversity and inclusion, the Senior 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 Strategic Procurement Services and Financial Services to align the business needs of the university with available and proposed technology.

KEY RESPONSIBILITIES:

Technical & Operational

- Management and oversight of the staff in the Business Services & Logistics unit including the university's centralized postal services operations.
- 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.
- Leads project by researching, investigating and recommending 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 and shipping 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 university 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 Senior Procurement Management.
- Contributes to the development and/or modification of university policies and procedures under the responsibility of Strategic Procurement Services.

Human Resources

- Supervises, schedules, plans, prioritizes and manages the work of unit staff, providing strategic and tactical advice, guidance and coaching.
- Identifies needed staff resources, participates on staffing committees, prepares and updates position summaries for eProcurement staff, and makes decisions regarding employee selection.
- Manages staff performance by establishing performance standards, assessing training and development needs, and evaluating performance including conducting formal performance reviews on an ongoing basis.
- Investigates, addresses and resolves employee/labour relations issues, including conflict resolution and disciplinary matters. Makes decisions or effective recommendations on matters involving possible discipline, discharge and probationary termination.
- Responsible for setting and clearly communicating goals and objectives of the team and their alignment with Strategic Procurement Services' objectives.
- Coordinates with other Departmental Leadership Team Members to maintain successful collaboration between units.
- Respects diversity and promotes inclusion in the workplace.
- Serve as critical knowledge resource person for the Procurement Operations unit and acts as backup to the Director, Strategic Procurement Services in times of absence. Recognize diversity of abilities and adapts content, tone, medium and style to audience to be inclusive.

- Other duties as assigned by the Director, Strategic Procurement Services.

REQUIRED QUALIFICATIONS:

- University Degree 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 (SCMP), National Institute of Supply Chain Leaders - Certified Supply Chain Leader (NISCL-CSCL) Certification, or Certified Public Procurement Officer (CPPO) designation. Consideration will also be given for a Certified Accountant or Auditor.
- 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.
- Criminal Record Check Required.

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:

- Determine strategy 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.

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