

JOB POSTING

Senior Manager, Supply Chain



Daily Bread's vision is to end hunger in our city and to that end we require both food to assist those experiencing hunger and funds to make sure we can maintain our operations as well as purchase nutritious food.

Job Title:	Senior Manager, Supply Chain
Reporting to:	Vice President ,Operations
Location:	191 New Toronto Street, Toronto, ON, M8V 2E7
Salary:	\$80,000 - \$85,000 per year
Terms:	35 hours a week / Permanent – Full-time <i>Daily Bread offers a competitive employer-paid benefit package after three months and an opportunity to join the Group RRSP plan after one year.</i>

General Responsibilities

The Senior Manager, Supply Chain will be responsible for managing the food supply chain of Daily Bread Food Bank. The individual will play a key part in ensuring that those experiencing hunger in our communities will be provided with equitable distribution of resources to meet their needs. Specifically, the Senior Manager, Supply Chain will manage all inbound and outbound flows of food product, both purchased and donated, to service over 175 food programs across the city.

The Senior Manager, Supply Chain will work closely with various internal partners, including Programs & Services and Development (food donations), as well as Operations staff in the execution of their duties. As a core member of the Operations team, the Senior Manager, Supply Chain will be involved in the development, motivation, and encouragement of the team.

Supply Chain Management

- Maintain / develop / implement an appropriate supply chain strategy to optimize the client offering in adherence to Daily Bread Food Bank's mandate and within budgetary considerations.
- Define food procurement strategy, managing various levels and constraints to maximize food offered to member agencies, while meeting menu and nutrition requirements.
- Take ownership of the Daily Bread Food Fund and the annual budget for food purchasing. Plan, manage, and coordinate all activities related to the procurement of necessary products to meet client demand.

- Identify any bottlenecks, recommend and implement process improvements and/or changes to increase the level of fulfilment efficiency, customer satisfaction, as well as other operational priorities as agreed with leadership.
- Lead the supply chain team in executing best practices and measuring performance through developed Key Performance Indicators (KPIs). Leverage process mapping techniques to develop and implement new processes and methodologies.
- Take ownership of the order desk process, a key touchpoint between Daily Bread members and our Supply Chain, where agencies place weekly food orders.
- Ensure timely processing of food and household products that are either purchased or donated where consideration is given; to rotate stock to ensure that inventory is handled to prioritize proper stock rotation and safe food handling, especially for fresh, frozen and date-sensitive products.
- Responsible for defining and measuring quality throughout the Supply Chain, i.e. adhering to Toronto Public Health standards for food distribution, managing processes related to maintaining the cold chain, etc.
- liaise with peers to ensure compliance with all applicable federal, provincial and local warehousing, material handling, and other requirements (i.e OH&S, food safety policies and procedures) by studying existing and new legislation, enforcing adherence to requirements and advising management on needed actions.
- Maintain up-to-date professional and technical knowledge of Supply Chain management, relevant tools and practices, including Health & Safety requirements.
- Document all supply chain processes and procedures in a manner consistent with Operations current methodology.
- Provide support to 3PL warehouse service customers, including reporting and planning

People Management

- Manage the Supply Chain staff to meet the supply chain requirements of Daily Bread in an efficient and safe manner.
- Responsible for recruiting, training, mentoring and retaining staff / personnel
- Maintain business continuity plans for the flow of product to ensure that Daily Bread can continue to operate based on various scenarios and with various threats to the supply chain
- Recommend/ maintain proper staffing levels to execute required activities.
- Create a team environment which fosters and develops effective working relationships and high performance. Proactively address any morale, co-operation and productivity issues.
- Conduct annual performance reviews of Supply Chain staff, with input received from the relevant constituents and the VP of Operations.
- Make decisions with an ethical lens and earns others' trust and respect through consistent honesty and professionalism in all interactions.

Management Reporting & Customer Service

- Manage, calculate, report and explain agreed upon KPIs as to the performance of the Supply Chain reports (e.g., inventory levels, etc.) as required.
- Respond to internal and external requests for reporting, data and analytics as it relates to the flow of food.

- Respond to member agency inquiries and customer service issues, as required.

Budget Preparation/Analysis

- Contribute to the annual budget process and monitor budgets on a monthly basis identifying income/expense variances.
- Oversee the monitoring of relevant budgets and provide reports, when required.
- Initiate corrective actions to ensure the operations remain within budget.

Health and Safety

- Promotes a safe and healthy workplace ensuring adherence to legislation and policy.

INTERNAL/EXTERNAL RELATIONSHIPS

The Senior Manager, Supply Chain interacts with all other staff and managers as well as attend meetings as required on matters relating to his/her area of responsibility and/or the organization.

The Senior Manager, Supply Chain liaises on a daily or as-needed basis with several other Daily Bread departments including, but not limited to Warehouse/Production, Transportation, Development, Finance, Facilities, and Programs & Services.

External relationships include those with client agencies, external warehousing facilities, Feed Ontario, Food Banks Canada, and the general public as they support Daily Bread distribution operations.

EDUCATION / EXPERIENCE / EQUIVALENT

- Post-secondary degree in Supply Chain/Logistics, Business Administration, Engineering or related course
- Must possess a minimum of 5 years' experience in supply chain, logistics, or planning
- Experience or exposure to logistics and inventory management systems.
- Experience leading a team
- The following would be considered assets:
 - ❖ Experience with OMS or WMOS systems.
 - ❖ Experience with Lean Six Sigma or other similar process methodologies
 - ❖ Experience in the food & beverage sector

KEY COMPETENCIES

- Creative problem solver
- Ability to work in fast-changing environment, where there is often ambiguity, unknown variables, and daily challenges to work through with your team and colleagues
- Ability to prioritize demands from multiple stakeholder groups, while keeping what is best for the mission and clients top-of-mind
- Quick learner with the ability to handle multiple tasks simultaneously, maintain focus, and adapt to a variety of challenges.

- Effective interpersonal skills, able to work independently and within a team. § Good written and verbal communication skills.
- Takes initiative and is committed to creating a culture of continuous improvement.

WORKING CONDITIONS

The Senior Manager, Supply Chain works primarily in the Daily Bread facilities located at 191 New Toronto Street. While there will be some opportunity to work from home, the expectation is that this role will be primarily on-site. The Senior Manager, Supply Chain may occasionally be required to work evenings and/or weekends, as per the events calendar supporting Daily Bread.

How to Apply

To be considered, forward a covering letter stating why you are suitable for the role along with your résumé by **Sunday, January 31, 2021** to Human Resources – hr@dailybread.ca

*Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview. **Daily Bread Food Bank is an equal opportunity employer and encourages applications from members of designated groups.** Persons with disabilities who need accommodation in the application process, or those needing job postings in another format, please e-mail a request to Human Resources.*