



**POSITION DESCRIPTION**

<b>OPERATIONS MANAGER</b>
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<u>Reports To:</u> Supply Chain Director	<u>Position Status:</u> Exempt
<u>Supervises:</u> Supply Tech, Production Receiving, Home Delivery	<u>Effective Date:</u> 8/1/24

**GENERAL SUMMARY**

The Operations Manager reports to the Supply Chain Director and is responsible for the daily operations of the Distribution Center, which includes responsibility for the storage, distribution, and inventory control for NKC, home, clinics, and contracted facilities (Hospital Services) and all kit production. This position will assist the Supply Chain Director in managing collaborative processes and relationships with all service lines. Additionally, this position will play a critical role in helping support dialysis care for patients with the goal of effectively improving clinical outcomes through supply management.

**DUTIES and RESPONSIBILITIES**

1. Maintains receiving, warehousing, and distribution operations by initiating, coordinating, and enforcing program, operational and personnel policies as established by NKC and the Supply Chain Director.
2. Complies with federal, state and local warehousing, supply chain, and shipping requirements, provides guidance for enforcing adherence to these requirements and notifying management on needed actions.
3. Maintains physical condition of warehouse by planning and implementing new design layouts and controls inventory levels by conducting physical count and reconciling with data management system.
4. Responsible for maintaining business contacts with freight lines, delivery companies and other organizations. Safeguards warehouse operations and contents by establishing and monitoring security procedures and protocols.
5. Maintains workflow by monitoring steps of the process; setting processing variables; observing control points and equipment; monitoring personnel and resources; studying methods; implementing









cost reductions; developing reporting procedures and systems; facilitating corrections to malfunctions within process control points; initiating and fostering a spirit of cooperation within and between departments

6. Accomplishes performance goals by communicating job expectations; planning, monitoring, and appraising job results; coaching and counseling employees; initiating, coordinating, and enforcing systems, policies, and standards of practice.
7. Reviews and monitors Distribution Center activities; responds to organizational, procedural or technical problems as they appear; and evaluates Distribution section results in terms of quality and other goals and objectives.
8. Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, and establishing professional networks.
9. Establish and maintain effective working relationships with the Senior Buyer that allows for the Supply Chain Department to maintain quality service and enforce organizational standards.
10. Monitors and maintains clinic pars and inventory utilizing lean techniques such as 5S and PDCA (Plan, Do, Check, Act)
11. Creates documents and revises systems and procedures by analyzing operating practices, record keeping systems, forms of control, and budgetary and personnel requirements; implementing change.
12. Maintains and implements processes to support quality and compliance goals for supply management.
13. Performs other duties and responsibilities as may be required and provides staff guidance on industry and operational standards.

## **PLANNING**

The position is responsible for Distribution Center planning; for planning required for improved systems; and for participating in the supply support planning process. Typical planning responsibilities are:

- Developing plans for supply distribution systems. This applies to NKC and other related organizations and to development of procedures and controls for warehousing and inventory management.











- Planning equipment delivery schedules, which includes pick up, and delivery of home equipment and supplies.

### **SUPERVISION and COORDINATION**

The position will be responsible for supply chain staff. It will be responsible for coordinating supply needs for all NKC clinics as well as Hospital Services and the home program. The position also is responsible for coordinating distribution efforts with other NKC managers and supervisors.

### **EXTERNAL CONTACTS**

The position has contacts with dispatchers in freight and delivery companies, patients, and other health care organizations. Additionally, the position will regularly interact with business partners and vendors, clinics and staff involved in supply chain activities.

### **DECISIONS**

The position is responsible to the Supply Chain Director for decision-making required in distribution center operations. These decisions are based on established procedures and practices. Typical decisions include evaluation of production needs, operational efficiency, maintaining quality standards and the status of orders and deciding how to expedite situations; making sure Supply Chain procedures are observed; following industry standards for supply utilization; and researching questions on substitutions to meet department needs.

### **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull-down windows in an efficient manner. Must be able to demonstrate use of appropriate software i.e. Microsoft Office.
3. Duties and responsibilities are performed in a warehouse environment and clinical units. The Warehouse Manager is exposed to fumes, chemicals, and odors. The Distribution Supervisor must have a valid Washington driver's license.
4. Physical activities require the ability to climb stairs, stoop, kneel, crouch, reach; stand, walk; push, pull, lift; use fingers to manipulate items, grasp; talk, hear; repetitive motions of the wrists, hands, fingers.









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- 5. The physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally, and lift/move objects weighing up to 20 pounds frequently.
- 6. Visual acuity is required to read, inspect data and work.

**CUSTOMER SERVICE STANDARDS**

All staff are responsible for demonstrating good customer service and professionalism.

- 1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers’ needs; Respect privacy.
- 2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
- 3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
- 4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

**EDUCATION and EXPERIENCE**

The Operations Manager job requirements prefer a bachelor’s degree in supply chain management and/or a minimum of 4 years supervisory experience with staffing and operations in a warehouse or manufacturing environment. Comprehension of clinical processes is highly desired. Will need to obtain a state certification in forklift operation.<sup>1</sup>

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

**REVIEW and APPROVAL**

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Vice President of Finance	Date
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Vice President of Human Resources	Date

<sup>1</sup>Other qualifications include performance of continuing education responsibilities.











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