



Vacancy: Operations & Systems Manager, Distribution Center

Location: Long Island City (Queens), New York

About us

We believe in a world in which every human life is valued, and health and human dignity are shared by all.

We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children and their communities. We're ready to make it 100 more.

We believe change starts with her.

We work tirelessly for women's and children's health because they are disproportionately affected by illness and poverty. We know that healthy, educated, and empowered women are better able to raise healthy, educated, and confident children, and that communities depend on their livelihoods. We're making an impact – [learn more](#).

We believe in people.

We strive to live out our core values of **collaboration**, **love**, **excellence** and **respect** every day. We provide our employees with a competitive salary and a meaningful benefits package, with opportunities to learn and grow. We especially encourage all persons of diverse backgrounds to apply.

Overview

The Medical Donations Program is CMMB's largest and most far-reaching program. During FY 2022, a wide range of "gifts in-kind" (GIK) pharmaceutical products and medical supplies were donated by pharmaceutical and medical supply partners, and distributed from our 33,000 square foot Distribution Center to CMMB's vetted and approved donation recipients (donees) to increase access to healthcare and to strengthen health systems in low-resource countries. CMMB medical donations are distributed free of charge through CMMB's extensive network of partners for use by health facilities and medical practitioners serving patients throughout the developing world, without discrimination based on gender, faith, ethnicity, etc.

The Position

CMMB is recruiting for the position of Operations & Systems Manager, Distribution Center in Long Island City (Queens), New York. The role is on-site and reports directly to the Vice President, Medical Donations Program.

As a member of the Medical Donations Program team, you will contribute leadership in the advancement of the department's strategy and staff development. You will act collaboratively and proactively to deliver on the organization mission and priorities.

As the Operations & Systems Manager of the Distribution Center, you will ensure all business activities follow applicable federal, state, and city laws, rules, and regulations. Further, you will monitor accuracy of all financial and product documentation, and oversee the warehouse management system and financial data. You are responsible for oversight

of building operations and associated vendor management as well as on-site team safety and project management. You will collaborate with the Floor Team Supervisor and oversee end-to-end valuation, inventory, and shipment compliance and activities for all products flowing through CMMB's Medical Donations Program. This position is expected to work proactively and transparently in close collaboration with off-site Medical Donations Program team members and other functions within the organization.

Duties & Responsibilities

- Coordinate with the Medical Donations Program team to efficiently channel donated and/or purchased medical products to appropriate designated beneficiaries.
- Manage CMMB Warehouse Management System (HighJump Edge) for inventory management and analysis. Oversee and manage data analysis and reporting using inventory and constituent data for decision making and program advancement.
- Set the bar for operational excellence and help create vibrant team culture. Implement programmatic priorities and organization-wide visions, evaluate and improve systems, processes and procedures.
- Oversee building operations, staff and project management at the CMMB Distribution Center, ensuring a consistent and high level of engagement and performance.
- Maintain strong internal controls; safeguard inventory and organizational assets.
- Ensure the accurate valuation of all GIK donations in line with generally accepted accounting principles (GAAP) and industry standards.
- Provide accurate, complete and timely financial and operational information and data/trend analyses. Oversee monthly financial reporting.
- Ensure accuracy of sales orders and shipments. Oversee maintenance of accurate and complete product and shipment documentation.
- Ensure ongoing and complete audit preparation conducted and executed. Respond to all audit enquiries.
- Adhere to donor restrictions, best practices in inventory management and distribution of medical donations.
- Continuously enhance inventory management processes, evaluating methods, and implementing adjustments to optimize distribution structure, process, systems and people performance. Design and deliver donee- and patient-centric solutions.
- Identify, troubleshoot & resolve systemic and ad hoc receiving, warehousing, inventory valuation, distribution planning, shipping, information reporting, IT systems, logistical, compliance and administrative issues. Identify, mitigate and report on key operational risks.
- Drive innovation and operational effectiveness. Coach and support strong, motivated team centered on advancing departmental and organizational priorities. Identify and support staff development needs.

- Foster a culture of accountability, integrity and adherence to organizational policies and standards.
- Maintain updated Distribution Center Standard Operating Procedures (SOPs).
- Ensure OSHA compliance and workforce safety.
- Oversee building security and property maintenance. Ensure all operations adhere to applicable local, state, federal rules, laws and regulations. Maintain New York State Pharmacy License.
- Manage Distribution Center budget and approve designated vendor invoices for payment.
- Oversee the cost-effective and timely procurement of vendor services, materials, and equipment in compliance with CMMB procurement policies and procedures.
- Advance and implement best industry practices leading to: (i) enhanced internal controls; (ii) improved compliance, information gathering and reporting; (iii) strengthened workplace practices; and (iv) mitigation of associated risks
- Champion departmental and organization-wide activities and strategies. Represent department by participating in workgroups as applicable to advance the organization mission.

Qualifications and Experience:

- 10 plus years of relevant global supply chain management, warehousing, logistics and distribution experience with pharmaceutical products and medical supplies in either a pharmaceutical company or international NGO; 3 plus years at the managerial/supervisory level
or
Bachelor's degree in Supply Chain Management, Business, Economics or IT
- Warehouse Management System management experience
- SQL server reporting skills, a plus
- Relevant Microsoft Office, MS Database, Excel, RedBook/Inventory valuation knowledge
- Hands-on, responsive and organized individual
- Strong customer focus
- Strong Communication skills
- Demonstrated ongoing professional education
- Forklift certification
- Works effectively under pressure. Ability to manage competing priorities
- Multi-tasks and leads by example; pays attention to details; quickly identifies and resolves operational problems
- Demonstrated record of high ethical standards, strong operational stewardship, and good business judgement
- Strong inter-personal, communications, mentoring and collaboration skills
- Sound leadership, people management and team-building skills
- Commitment to CMMB's mission, core values and ethics standards
- Comfortable within the context of a faith-based organizational setting
- Master's degree and or relevant supply chain management/logistics certifications a plus

CMMB is committed to fair and equitable compensation practices.

The pay range for this role is \$55,000 - \$83,000. Actual compensation packages are based on several factors that are unique to each candidate, including but not limited to skill set, depth of experience, certifications, and specific work location. This may be different in other locations due to differences in the cost of labor.

EEO Statement:

At CMMB, we embrace diversity and demonstrate compassion towards all people—it is one of our core values. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. CMMB is proud to be an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. CMMB strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, creed or religion, color, national origin, disability, predisposing genetic characteristics, marital status, sex, gender, gender identity, gender expression, pregnancy, age, sexual orientation, military or veteran status, citizenship, status as a victim of domestic violence, or any other protected classification under applicable federal, state, or local laws. This statement applies to all terms and conditions of employment. CMMB is committed to fostering an inclusive and accessible experience for all job seekers-- If reasonable accommodation is needed, you may contact us at humanresources@cmmb.org.

To learn more about us, visit our website at www.cmmb.org.

How to apply

Visit our [careers page](#) for more information, and [click here to apply](#).