



Vacancy: Operations & Supply Chain 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 & Supply Chain Manager for our Distribution Center in Long Island City (Queens), New York. The role is on-site and reports directly to the Vice President, Medical Donations Program. This Manager will have two direct reports.

As a member of the Medical Donations Program team, you will contribute leadership and excellence in inventory data management (inbound, on hand, and outbound product), project management, and program compliance. The role will work closely with the Vice President to advance execution of the department's strategy and utilization of best practices in medical donations; as well as oversee coaching and development of the MDP floor team by supporting excellence in supply chain operations, to help build a truly customer focused team. You will actively contribute to delivering on the organization mission and priorities.

As the Operations & Supply Chain Manager at the Distribution Center, you will collaborate and work closely with the Floor Team Supervisor to ensure accuracy in: inventory data and documentation, inventory management, compliance and provide oversight for all products flowing through CMMB's Medical Donations Program. You are responsible for oversight of building management and associated vendor management (inc. equipment, software, shippers. You will ensure all business activities follow applicable federal, state, and city laws, rules, and regulations. You will oversee workforce safety (inc. OSHA compliance) coaching and development of the team by infusing best practices in supply chain operations, to help build a truly customer focused team. 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, as well as with external vendors and partners.

Duties & Responsibilities

- Coordinate with the Medical Donations Program team to efficiently channel donated and/or purchased medical products to appropriate designated donees (health facility and organization partners).
- Model operational excellence and help create vibrant team culture. Foster a consistent and high level of engagement and performance.
- Ensure the accurate valuation of all GIK donations in line with generally accepted accounting principles (GAAP) and industry standards, including accuracy of sales orders as well as product and shipment documentation.
- 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.
- Ensure maintenance of strong internal controls; safeguard inventory and organizational assets.
- Manage CMMB Warehouse Management System (HighJump Edge) vendor. Oversee accuracy of data and reporting. Oversee data analysis of inventory and constituent data in HighJump Edge for project management, decision making and efficiency.
- Provide accurate, complete and timely financial and operational information and data/trend analyses. Oversee monthly financial reporting.
- Manage Distribution Center budget and approve designated vendor invoices for payment.
- Oversee the cost-effective and timely procurement of vendor services, materials, equipment and office supplies in compliance with CMMB procurement policies and procedures.
- Adhere to donor restrictions, best practices in inventory management and distribution of medical donations. Ensure adherence to World Health Organization (WHO) standards for medical product donations.
- Implement programmatic as well as organization-wide priorities. Evaluate and improve systems, processes and procedures. Collaborate with counterparts in CMMB Country Offices (staff in Haiti, Peru, Kenya, South Sudan, and Zambia) as well as global partners.

- 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.
- Continuously enhance inventory management processes, enhance performance/execution evaluation methods, and implementing adjustments to optimize distribution structure, process, systems and people performance. Design and deliver donee- and patient-centric solutions.
- 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.
- Ensure ongoing and complete audit preparation conducted and executed. Respond to all audit enquiries.
- 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 health, 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; 3 plus years at managerial/supervisory level
- Demonstrated leadership, people management and team-building skills
- Leads by example; Extremely high attention to detail
- Warehouse Management System management experience (especially MS Database or HighJump Edge). Inventory valuation/Redbook knowledge, a plus. SQL server reporting skills, a plus.
- Proficiency utilizing Microsoft Office, especially Excel
- Hands-on, responsive and organized individual. Quickly identifies and collaborated to resolve operational problems
- Strong Communication skills. Strong collaboration skills
- Strong inter-personal and mentoring skills
- Works effectively under pressure. Ability to manage competing priorities
- Demonstrated record of high ethical standards, strong operational stewardship, and good business judgement
- Strong customer focus
- Demonstrated ongoing professional education

- Forklift certification, a plus
- 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 for this role starts at \$70,000. 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](#).