



## Manager, Operations & Supply Chain

**Location:** Onsite – New Windsor, MD

### **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 - [learn more about our values in action here](#), and see our work [here](#).

### **We believe in people.**

We strive to live out our core values of **collaboration, love, excellence, accountability, 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 people of diverse backgrounds to apply.

### **Overview**

CMMB is a leading faith-based NGO focused exclusively on global health care for the world's poor, by building healthy, sustainable communities through community engagement and partnerships. Now entering its second century, CMMB is committed to integrating and focusing its programming around saving the lives of children and mothers by concentrating on leading causes of mortality in targeted communities.

The Access to Medicines Program is responsible for partnering and responding to the dire shortage of quality medicines and primary health care products in resource-poor countries, and especially those at the center of CMMB's global strategy. This team will develop new pathways and strategies with pharmaceutical companies to partner strategically with partners to effectively disseminate medicines and supplies to facilities around the world, especially those in CHAMPS zones and those that support other CMMB programming.

CMMB is recruiting for the position of Operations & Supply Chain Manager for our newly launched Distribution Center in New Windsor, Maryland. The role is on-site and reports directly to the Senior Director of Operations and Compliance, and will have one direct report.

### **Key Responsibilities and Accountabilities**

- As a member of the Access to Medicines 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 Senior Director to advance execution of CMMB's strategy and utilization of best practices in medical donations, as well as oversee coaching and development of the 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's 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



Access to Medicines 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.

- This position is expected to work proactively and transparently in close collaboration with off-site Access to Medicines Program team members and other functions within the organization, as well as with external vendors and partners.
- Coordinate with the Access to Medicine 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 property security and coordinate maintenance with landlord or vendors. Ensure all operations adhere to applicable local, state, federal rules, laws and regulations. Maintain appropriate operational certifications and licenses (State or Federal, as necessary). 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.
- 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. Provide accurate, complete, and timely financial and operational information and data/trend analyses. Oversee monthly financial reporting.
- 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 organization-wide priorities. Evaluate and improve systems, processes, and procedures.
- 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.
- Ensure ongoing and complete audit preparation conducted and executed. Respond to all audit inquiries.



- Advance and implement best industry continuous improvement practices leading to enhanced internal controls; improved compliance, information gathering and reporting; strengthened workplace practices; and 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 years of experience in supply chain management, warehousing, logistics and distribution operations. Experience in the distribution of pharmaceutical/medical supplies and products with a pharmaceutical company or an international NGO. Experience in domestic/international pharmaceutical distribution is a plus.
- Bachelor's degree in Supply Chain Management, Business, Economics, or IT.
- 5 plus years in Manager or Supervisor experience required. Experience in non-profit management roles is a plus.
- Master's Degree or Supply Chain Certification is a plus as well as any other applicable certifications (i.e. Six Sigma). Must have or be willing to procure forklift certification within 30 days of hire. Must be willing to procure State Pharmacy license within 30 days of hire according to state regulation. OSHA-30 certification is a plus.
- Demonstrated hands on leadership (Lead by example) with attention to detail. Strong communication and collaborations skills, experienced in mentoring and developing staff to high performance standards. Ability to work effectively under pressure and manage competing priorities.
- Must have experience managing and utilizing WMS software. (Prior experience in MS Database or HighJump Edge will be prioritized). Inventory valuation/Redbook knowledge a plus. SQL server report management experience is a plus.
- Demonstrated record of high ethical standards, strong operational stewardship, and good business judgement with a strong customer focus. Commitment to CMMB's mission, core values and ethic standards. Must be comfortable working within a faith based organizational setting.
- Must have experience working in regulated environments and maintaining OSHA and other regulatory compliance. Must have experience managing maintenance schedules, building security and workplace safety enforcement.
- Experience in complex supply chain distribution environments with ability to identify process bottlenecks and drive continuous improvement and innovation.

### **CMMB is committed to fair and equitable compensation practices.**

The pay range for this role is \$78,000 - \$105,000. 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 [pcc@cmmb.org](mailto:pcc@cmmb.org).*

To learn more about us, visit our website at [www.cmmb.org](http://www.cmmb.org) and [click here to apply](#).