

Careers in the Supply Chain

GENERAL MANAGER

National Occupational Classification Code – 0016

Alternative Titles:

- chief executive officer (CEO) - manufacturing company
- corporate controller, logging company
- executive vice-president – railway
- general manager, trucking company
- vice-president, finance - mining company
- vice-president, marketing – airline
- vice-president, operations - electric power company



Industry Description

General Managers plan, organize, direct, control and evaluate through middle managers, production, utility, transportation and warehouse companies. They formulate policies that establish the direction to be taken by these companies, either alone or in conjunction with other members of a board of directors.

General Job Description

General Managers are responsible for operation of a distribution centre (DC), including the overall guidance and direction of key support functions in the areas of Human Resources, Finance, Administration, Information Technology, Maintenance, Quality Assurance and Loss Prevention, and Health and Safety.

Job Functions

General Managers perform some or all of the following duties:

- Collect, review and analyze information regarding strategies, plans, policies and procedures based on operational analysis to maximize current operations or to plan for operational changes.
- Submit recommendations on financial and operational decisions.
- Provide leadership and direction for senior management team through coaching, supporting and developing direct reports; establishing annual performance objectives ,conducting performance assessments, and identifying opportunities for skill development.
- Establish objectives for the company and formulate or approve policies and programs.
- Authorize and organize the establishment of major departments and associated senior staff positions.
- Select middle managers, directors or other executive staff.
- Represent company or delegate representative to act on behalf of the company in negotiations or other official functions.

Physical Demands Analysis

- There is a frequent need to exert mental effort, including prioritizing multiple demands and projects, and unpredictable demands for assistance from management and employees.
- Often required to work with fixed and competing deadlines, and to perform tasks that could be considered highly stressful and highly confidential in nature.
- Work in a typical office environment under conditions of minor risk or injury. Also exposed to all areas of the plant, so may be infrequently exposed to noise, equipment, changes in temperature.
- Frequent interruptions, often irregular hours depending on issues.

Position Expectations

Essential Skills	
Reading Text	3
Document Use	2
Computation	2
Writing	3
Oral Communication	2
Thinking Skills	2
Working with Others	2
Computers	2
Continuous Learning	2

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

Salary Range

Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

Pre-employment Skills

- A university degree or college diploma in a field related to personnel management, such as business administration, industrial relations, commerce or psychology
or
Completion of a professional development program in personnel administration is usually required.
- Certification as a Certified Human Resources Professional (CHRP) may be required.
- Some experience in a clerical or administrative position related to personnel administration may be required.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
3	Vice President	7 years	10 years+
2	Director	5 years +	6 years
1	Manager	4 years +	5 years+

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>
- Essential Skills – <http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml>