

Careers in the Supply Chain

INVENTORY CONTROL MANAGER

National Occupational Classification Code – 0114

Alternative Titles:

- business manager, non-profit organization
- chief, administrative services
- inventory control manager
- manager, administrative services
- manager, security
- manager, support services
- records administrator
- regional administrative manager



Industry Description

Inventory Control Managers plan and organize investments in inventory, including raw materials, unfinished goods, finished goods and consumables. They deal with purchase orders, delivery notes, returns and requisitions. In larger companies there may be a person, or an entire department, dealing with just this paperwork.

General Job Description

Inventory Control Managers ensure the integrity and accuracy of the physical inventory on the bases of quantity, lot and item, achieved through the development and charting of metrics. They are responsible for the training of warehouse staff and oversight of inventory auditors to ensure timely and effective inventory control operations. Inventory Control Managers must also ensure that all members of the inventory control team are committed to exceeding client expectations while respecting company policies and budgetary constraints.

Job Functions

Inventory Control Managers perform some or all of the following duties:

- Develop new methods for improving inventory accuracy and methods for training warehouse staff on best practices for operation.
- Conduct root-cause assessment and implementation of best practices within a facility.
- Develop and monitor metrics within the facilities.
- Provide support and direction to inventory auditors, warehouse supervisors.
- Complete or ensure the completion through inventory auditors of all required reporting, such as hold reports, date code reports, cycle count reports, outstanding returns, receipt discrepancies internally and by the customer.
- Provide supervisors, warehouse managers with weekly errors log.
- Initiate and enforce processes and controls to bring about continuous improvement.
- Liaise between customer and warehouse on a day-to-day basis as required.
- Investigate and reconcile inventory discrepancies via cycle counts.
- Provide excellent customer service via phone or email regarding all issues of inventory.
- Release/hold QC stock as directed by customer on WMS and HOST as prescribed by customer.

Physical Demands Analysis

- Physical counts are performed in a large warehouse, requiring walking, lifting, counting, sorting, reconciliation, adjustment and reporting to IC Manager and/or customer.
- The Manager must be accessible to the warehouse staff for problem-solving issues at all times.
- It is essential that the incumbent spend time in both physical and perpetual roles to maintain familiarity with the product and accessibility to staff.

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

- Universities, colleges and professional associations offer educational programming in inventory management.

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>