



Position Title: **Operations Manager**

Status: Full-time (37.5 hrs/week) In Office

Location: 2907 Portland Drive, Oakville, ON

Reports to: Director, Corporate Partnerships

About the organization

Health Partners International Canada (“HPIC”) is a non-profit relief and development organization dedicated to improving access to medicine and improving health for vulnerable communities around the world. As the only charity licensed by Health Canada to handle donated medicines, HPIC contributes to health and well-being by providing donated essential medicines and supplies, responding to emergencies, and strengthening local health systems. We partner with a network of non-governmental organizations (NGOs) and medical mission teams, with pharmaceutical and healthcare product companies, and with foreign and Canadian government departments.

About the position

As Operations Manager, you will oversee and direct the work of the warehouse staff at HPIC’s Distribution Centre and ensures its smooth operation. Responsibilities include coordinating logistics with other departments; ensuring compliance with Standard Operating Procedures (SOPs) related to Good Manufacturing Procedures (GMP) and Quality Control; leading safety meetings and delivering training; overseeing inventory and reconciliation; and updating and maintaining the databases as needed. Success in this position requires strong people skills, a knack for finding efficiencies, and a commitment to process. Crucially, you will be passionate about bringing health to children and families living in vulnerable communities.

What we offer:

- Group Health Insurance and Group RRSP plans
- Additional vacation days at Christmas and Easter over and above vacation allotment
- An opportunity to further develop logistics skills
- A work environment made up of a team of highly motivated professionals
- A chance to increase vulnerable communities’ access to medicine

Key Duties and Responsibilities

- Lead logistical operations and Quality Control at HPIC's Distribution Centre
- Provide direct reports with a healthy, safe, and respectful work environment
- Lead mandatory safety meetings, and plan and deliver scheduled training sessions
- Direct and evaluate warehouse staff performance, and ensure adequate staffing
- Work with courier, trucking, and shipping companies to move inventory
- Track container shipping and provide status updates to management and partners
- Coordinate HPIC's emergency response initiatives
- Provide continual updates and support to D365/Business Central system and Power BI
- Maintain HPIC's Health Canada establishment licence and Small Business status
- Prepare Operations' department budget and monitor adherence
- Develop and adhere to maintenance schedule for equipment to ensure safe operation
- Ensure adequate staffing of Distribution Centre
- Lead inspections and facilitate audits
- Assist in valuation of donated inventory for tax receipting
- Maintain SOPs for warehouse management as per Health Canada Regulations
- Analyze and reconcile financial reports and documents related to shipping

Qualifications

- College diploma or bachelor's degree in logistics
- CITT designation from accredited institution
- At least three (3) years of experience in warehouse operations, including handling shipments and operating equipment, including forklift
- Knowledge of GMP standards to maintain Health Canada establishment licence
- Proficiency with MSOffice and familiar with electronic inventory management systems, including Microsoft D365/Business Central
- Fully comfortable with virtual meeting technology
- Strong verbal and written communication skills (English)
- Detail-oriented and capable of balancing multiple priorities to meet deadlines
- Resourceful with good problem-solving acumen
- Effective team player with ability to build good relations internally and externally
- Comfortable working independently and setting and tracking KPIs
- Available to work outside of regular business hours to meet deadlines
- Proficiency in French an asset

Profile

- Passionate about emergency aid
- Highly organized and motivated
- Natural team-builder
- Unfazed under pressure
- Intellectually curious

How to apply: if you are passionate about bringing medical help to people in need in the developing world, please send your resume and cover letter to hrs@hpicanada.ca