



**Athabasca  
University**

Update Only  Classification Review

**Section I Position Information**

<b>Position Title</b>	Learning Resources Warehouse Supervisor
<b>Position #</b>	999616
<b>Department</b>	Learning Resources
<b>Classification Level</b>	R-1
<b>Reports to</b>	Manager, Learning Resources
<b>Effective Date</b>	March 2016
<b>Position Summary</b>  Briefly describe the main purpose(s) of the position	This position is responsible for the day to day operations of the Learning Resources warehouse and supervision of the warehouse staff. The incumbent is responsible to maintain the daily operation of the Materials Management Inventory System and warehouse including monitoring material requests, inventory levels and costs; timely distribution of course resource materials; act as primary liaison with external stakeholders including students, publishers and faculty to resolve distribution issues.
<b>Duties and Responsibilities</b>  Organize by key responsibility area and include % of time spent where possible	<p><b>Learning Resource Distribution (25%)</b></p> <p>Responsible for ordering all course items to ensure uninterrupted service to students</p> <p>Responsible for supervising the distribution of all course materials and ensuring timely provision of complete course packages to students within established timelines.</p> <p><b>Inventory Management (25%)</b></p> <p>Responsible for the warehousing of all course materials, including receiving, warehousing, packaging and shipping</p> <p>Maintain adequate inventory control record (CMIS) of all materials received. Maintain adequate stock levels and ensure that warehouse staff have shelves clean and organized</p> <p>Operate the CMIS system in order to assess and adjust package quantities for shipment and to review course contents and their quantities, compose course packages and produce course content lists.</p>

Oversee annual inventory counts

Provide audit reporting related to inventory counts and validation

**Warehouse Staff Supervision (20%)**

Supervise and set priorities for all Learning Resources warehouse staff.

Hire warehouse and casual staff as necessary for effective and efficient warehouse operation

Ensure warehouse processes conform with appropriate occupational health and safety regulations

Provides back up services to the Manager, Learning Resources during absences and peak periods as required

**Warehouse Liaison (20%)**

Liaise with students to resolve learning resource questions and problems

Liaise with all Learning Resources vendors, especially publishers and Canada Post, to resolve distribution issues

Liaise with faculty members regarding course packages

Liaise with other internal departments (e.g., Office of the Registrar) as necessary to ensure timely and accurate delivery of learning resources to students

**Warehouse Management (10%)**

Ensure effective and efficient warehouse operations

Order goods necessary for operation of warehouse

Monitor expenditures on warehouse materials

Ensure clean and safe work environment

## Classification Factors

### Context and Complexity

Excellent knowledge of the learning resource needs in the institution is required.

Excellent knowledge of warehousing and inventory control processes and procedures is required to ensure effective and efficient learning resource provision.

A high degree of cooperation is demanded in the organization and performance of diverse tasks is necessary. This position requires excellent communication, time management and interpersonal communication skills.

The incumbent must have the ability to identify student problems and communicate about these with all levels of the university including management. They must be able to offer effective, expeditious and satisfactory solutions to problems.

The incumbent must be able to handle a higher volume of work during certain periods of the year with a high tolerance for disruption. They must have the ability to manage time and set priorities to workloads.

The position requires familiarity with many aspects of the university including courses, programs, services, new initiatives, the organizational structure and policies and procedures in other university departments.

Control of the computerized inventory system requires a high degree of organization to capture all receiving and shipping transactions, system reports must be timely and must accurately reflect the physical inventory.

Knowledge of AU student record systems, Banner, is required.

Supervisory responsibilities require knowledge of policies and procedures of University, especially Financial Services and Office of the Registrar.

Interprets procedures of other departments and explain Learning Resources procedures to other departments.

<p><b>Work Problems</b></p>	<p>Complex student inquiries, received in person or by phone, require fast action where polices/procedures are not always available, common sense and knowledge of all University operation are needed.</p> <p>Learning resource stock outs have material impacts on the institution and students, as a lack of inventory results in temporary course closures. The ability to guard against stock outs and respond quickly to unanticipated stock outs is critical for the institution.</p> <p>When unexpected deadlines occur, quick implementation of alternative procedures is required.</p> <p>Assist Learning Resources Manager with producing and regularly updating Course Materials Procedures and Polices.</p>
<p><b>Authority</b></p>	<p>Authority to approve learning resource purchase orders and invoices under \$50,000</p> <p>Responsible for complete data entry of Course Materials Inventory System (CMIS), which accounts for assets totaling approximately \$2m.</p> <p>Acts as department resource person for information systems, provides guidelines for the integration of new systems with existing Course Materials procedures (especially with respect to technological changes).</p> <p>In the face of unexpected deadlines may authorize alternative procedures.</p> <p>Responsible for the accuracy and integrity of data entry of various student record, finance and other Banner screens.</p> <p>Responsible for the accuracy and integrity of information relayed over the telephone, in person, by e-mail, by fax and by Canada Post mail</p>

<b>Contacts and Communication</b>	<p>Required to communicate with a large number of internal faculty, staff and students including Office of the Registrar, ITS, faculty course production groups and Finance</p> <p>Constant contact with Learning Resources staff</p> <p>The incumbent has access to confidential student information and must protect the integrity of that information (i.e., the academic record).</p> <p>The incumbent is required to communicate extensively with a variety of AU vendors including publishers and Canada Post.</p>
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## Signatures for Section I

## Section II

### Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent

Requires 2 year business administration or office administration diploma plus two years related office experience.

Warehouse Management Certificate and Inventory Control experience preferred. Extensive computer skills (MS Office, CMIS, Banner) required.

Good communication skills required (verbal and written).

Organizational skills, priority setting, and ability to identify unusual situations requiring a typical solution required

Minimum 5 years' experience in warehouse operations required

Minimum 5 years supervisory experience is desirable

Ability to demonstrate timely, conscientious and responsive administration skills and flexibility in a multi-tasking environment.

Equivalent combination of education and experience may be considered.

## Signatures for Sections I and II