

SENIOR PROCUREMENT CUSTOMER SERVICE SUPERVISOR

DEFINITION

Supervises and coordinates staff and activities of the Shopping Cart Support Center within the Materiel Management Branch.

TYPICAL DUTIES

Organizes, coordinates, and supervises the work of the multiple teams that typically perform the following duties:

- Monitoring distribution and warehouse inventory and analyzing stock replenishment needs.
- Receiving and inputting stock and non-stock orders into a database; and processing and modifying requisitions, purchase orders for goods, furniture, equipment, books, and general and professional services such as conference attendances and rental of facilities.
- Providing technical and customer service support to schools and offices by answering questions related to P-card purchases and reconciliations, procurement, warehousing and distribution, vendor payments, delivery shortages, contracts, facilities, requisition of goods and services, and processing of various types of orders.

- Develops and participates in training courses on inventory management, procurement, contracts, warehouse and distribution related processing and procedures, and related SAP functions.
- Develops training materials such as user guides and standard operating procedures.
- Assists with the annual budget development, maintains expenditure controls, and prepares budget adjustments for position control in the Shopping Cart Support Center.
- Directly assists Educational Service Centers and school site administrators for high-level or sensitive non-routine order transactions.
- Participates in Materiel Management Branch, customer sponsored, and vendor related meetings and conferences to identify and provide solutions to customer relations-related issues.
- Conducts customer satisfaction studies to determine efficiencies in delivery and other procurement-related issues.
- Communicates with buying and warehouse staff, vendors, administrators, and employee groups regarding policies, procedures, and other business-related issues.
- Researches and analyzes problems by contacting responsible staff or administrators, reviewing pertinent records and documents, and accessing District computer systems such as HRS, PTRS, and IFS to provide resolution as necessary.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Senior Procurement Customer Service Supervisor supervises the activities of staff and coordinates functions relative to the Shopping Cart Support Center of the Materiel Management Branch.

The Deputy Director of Materiel Management and Purchasing assists in the planning, organizing, and directing of materiel management and purchasing activities.

A Senior Inventory Control Analyst supervises staff in performing a variety of specialized duties related to distribution; warehouse inventory management; and specifications.

SUPERVISION

General supervision is received from the Deputy Director of Materiel Management or other administrator. General supervision is exercised over lower-level technical and support personnel.

CLASS QUALIFICATIONS

Knowledge of:

- General organization of the District
- Principles of supervision
- Best customer service practices and the measurement (metrics) of those practices
- Basic procurement procedures regarding purchase orders, contracts, vendor payments, delivery order issues, and delivery shortages and overages
- Procedures regarding warehousing, distribution, inventory management, barter exchanges, and surplus property (salvage)
- Budget preparation and financial control systems
- Problem investigation and resolution techniques
- Computer software applications such as Microsoft Office including Excel, Word, and PowerPoint
- District's legacy systems such as Integrated Financial System (IFS), Payroll Time Reporting System (PTRS) and SAP
- English grammar, spelling, punctuation, and usage
- Basic arithmetic and accounting
- Weights and measures
- Customer service and telephone etiquette

Ability to:

- Work independently, exercise initiative, apply sound judgment, and remain calm under stressful situations
- Assume leadership in crisis situations
- Train, evaluate, and supervise staff
- Function effectively in a fast paced environment under the pressure of frequent changes and constant deadlines
- Understand, interpret, and apply laws, rules, regulations, and policies which pertain to procurement procedures and practices in the District
- Communicate clearly, tactfully, and effectively in imparting information and addressing customer service matters
- Compose clear and concise written correspondence including detailed information regarding technical matters
- Analyze data and draw logical conclusions
- Organize and maintain detailed records and files
- Operate a variety of office equipment

Special Physical Requirements:

- Effective listening and speaking skills to accurately and effectively understand and address customer concerns

ENTRANCE QUALIFICATIONS

Education:

An associate's degree from a recognized college or university in business administration or a related field. Additional qualifying experience may substitute the required education on a year-for-year basis provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

Five years of experience performing customer service activities related to procurement, contracts, warehousing, distribution, or inventory management. Two years of the required experience must have been in a supervisory capacity.

Special:

A valid California Driver License.
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and abilities. Management retains the discretion to add or change typical duties of a position at any time.

New Class
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JPK