



# Shipping/ Receiving Manager

**SALARY RANGE (2017):** \$55,000-\$68,000

I manage the goods that come into and leave a location. This includes receiving, shipping and recording the movement of all related materials, equipment and services for the business. I work on a much smaller scale compared to other management jobs in this field, determining necessary packaging, inspecting incoming goods, managing paperwork and tracking, etc. Everything coming into or leaving my location is my concern.

**The Tip:** Don't get a mentor. Get *mentors*. No single person has all the answers. I find the real learning isn't in what they agree on, it's what they disagree on. This is where you can really start to ask hard questions.

## PRIORITY KNOWLEDGE AND SKILLS:

### Customer Relationship Management

Knowledge & ability to:

- Apply principles of CRM
- Manage a sales process
- Compelling presentation & report writing
- Develop & execute a distribution strategy
- Leverage e-commerce
- Develop & execute a merchandising strategy
- Leverage co-operative marketing
- Provide customer support
- Develop & execute a pricing strategy

### General Management

Knowledge & ability to:

- Manage budgets
- Manage projects
- Negotiate contracts
- Conduct competitive analysis
- Conduct environmental scan
- Leverage contextual knowledge
- Analyze data & leverage business intelligence
- Develop and manage forecasts
- Manage business intelligence and analytics
- Negotiate and manage contracts

### Internal Supply Chain Management

Knowledge & ability to:

- Collaborate with partners in product/service design
- Manage inventory and warehousing
- Manage order fulfillment
- Manage transportation logistics

- Design, establish and manage related contracts
- Identify and develop strategic sourcing relationships
- Establish strategic and tactical SCM plans and processes

## BUILDING BLOCK EXPERIENCES:

### Education & Learning:

- Bachelor of Arts (English) with a minor in SCM.

I followed my passion into a degree in English and did a minor in SCM. I took my first SCM course as an elective because it fit my schedule and then I realized SCM is the backbone for most business. As a practitioner, I continue to focus on learning through professional

	development opportunities.
<b>Employment Experiences:</b> <ul style="list-style-type: none"> <li>● Part time laborer working midnight shifts unloading transport trucks and then loading daily delivery trucks for each of the city routes</li> </ul>	As a first exposure to supply chain management, the opportunity to see how a very tight time line of 8 hours was organized and managed to ensure that the respective material was received, process and reloaded to ensure customer expectations were met in a cost-effective manner. The lessons learned here have stuck and referenced throughout my SCM career.
<b>Community Experiences:</b> <ul style="list-style-type: none"> <li>● Since my second year of university, I spend one week a year volunteering overseas. For the past four years, I've coordinated the trip.</li> <li>● I lead a community book club</li> </ul>	A passionate professor in university introduced me to this field school program where I still spend one week a year abroad on project work.
<b>Contextual Experiences:</b> <ul style="list-style-type: none"> <li>● Worked in both big and small organizations</li> </ul>	My contextual experience offered me an ability to reflect on how to maximize my impact.
<b>Relationships:</b> <ul style="list-style-type: none"> <li>● Developed a diverse team of mentors inside and outside of SCM. This includes senior people in management to entrepreneurs to professors.</li> </ul>	The diversity of my mentors often creates internal conflict and challenges. This is a good thing. I think building a uniform mentor team of people "just like me" may be comforting, but I found it to be a poor strategy. I now use mentors to challenge what I think I know.