



Canadian
Supply Chain
Sector Council

Conseil canadien
sectoriel de la chaîne
d'approvisionnement

OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

Position:	INVENTORY MANAGER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Inventory Managers plan, organize, direct, manage, and evaluate departments responsible for inventory and implement the inventory management policies of an organization. This position includes the identification of opportunities for inventory operation improvements.</i>
Position Development	Advancement to senior management positions is possible through progressively responsible positions and management experience.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	A bachelor's degree or college is usually required. A combination of related training and considerable experience may be considered an equivalent.
Training	Individuals generally require some on-the-job training; however, typically organizations require that the individual will already have the required skills, knowledge, work-related experience, and/or training.
Related Work Experience	Several years of progressively responsible experience and familiarity operating computerized inventory systems is required.
Tasks:	
Inventory Managers perform some or all of the following tasks	<ul style="list-style-type: none"> • Plan, organize, direct, manage and evaluate the inventory management activities and budget of an organization • Develop and communicate inventory management policies and procedures • Direct and manage corporate governance and regulatory compliance procedures related to inventory management operations • Monitor inventory levels and inventory movement using manual or computerized inventory systems • Review compiled inventory reports (quantity, type and value of materials, and equipment and stock on hand)

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	<ul style="list-style-type: none"> • Confer with other department management and staff to coordinate inventory management activities • Develop and implement profit improvement plans and change management plans • Develop key performance indicators to measure the effectiveness of the inventory management operations • Conduct investigations into inventory management incidents in order to verify and resolve complaints • Perform managerial functions, such as preparing proposals and budgets, analyzing labor costs, and writing reports • Perform day to day administrative tasks such as maintaining files and processing paperwork • Remain current with the latest inventory management and material handling tools, technology and procedures • Maintain open dialogue with other management to coordinate activities and improve performance and productivity • Interview, select, coach, train, manage, and appraise the performance of inventory management personnel • Mentor select inventory management staff • Design and implement team building exercises • Develop constructive and cooperative working relationships and maintain them over time
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software (i.e. database user interface and query, electronic mail, enterprise resource planning, inventory control, warehouse management systems, procurement, project management, spreadsheet, word processing, presentation, human resources, financial and accounting, value stream mapping, process improvement) • Communication Devices
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	An Inventory Manager should have knowledge of applicable regulations and standards, customer and personal service, administration and management, material handling tools and technology, English language, other languages as required, mathematics, education and training, clerical, personnel and human resources, computers and electronics, and economics and accounting.

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Skills	An Inventory Manager should have the following skill sets: active listening, speaking, reading comprehension, critical thinking, performance monitoring, time management, people management, material resource management, judgment and decision making, teaching, coaching, and social awareness.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of Inventory Manager: oral expression and comprehension, speech clarity and recognition, written expression and comprehension, inductive and deductive reasoning, problem sensitivity, and conflict resolution.
Work Values	Individuals who will succeed in this position: <ul style="list-style-type: none"> • develop and maintain working environments that are health and safety conscious, • lead by example and offer supportive management, • empower employees to work on their own and make decisions, • empower employees to create a collaborative work environment, and • empower employees to provide service to others and work with co-workers in a friendly environment.
Work Styles	The following work styles are attributable to an Inventory Manager: dependability, attention to detail, cooperation, stress tolerance, concern for others, initiative, leadership, self control, and independence.
Essential Skills Profile:	<p>Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the ESDC website: http://www.esdc.gc.ca/eng/jobs/les/index.shtml</p> <p>The Employment and Social Development Canada (ESDC) Essential Skills Profiles focused on occupations requiring a secondary school diploma or less and on-the-job training. As such a formal Essential Skills Profile for the occupation of Inventory Manager has not yet been created by ESDC.</p> <p>The following section contains essential skills information identified in existing occupational standards and classified using the nine Essential Skills categories. Note that the content is not associated with ESDC and the Essential Skills Profiles.</p>
Reading Text	<ul style="list-style-type: none"> • Frequently read text in both print and non-print media <ul style="list-style-type: none"> ✓ trade magazines ✓ newsletters

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	<ul style="list-style-type: none"> ✓ periodicals ✓ inventory documentation ✓ collective agreements and contracts ✓ resumes ✓ performance reports ✓ staff schedules ✓ meeting minutes ✓ requests or complaints <ul style="list-style-type: none"> • Read and interpret dense and complex texts, and have ability to make high-level inferences using specialized knowledge <ul style="list-style-type: none"> ✓ policies and procedures ✓ trade terms ✓ international standards ✓ regulations (e.g. labour, health and safety, dangerous goods, spill incidents, other inventory management related) ✓ instructional and managerial technique products • Frequently read paragraph length text in charts, tables and graphs
<p>Document Use</p>	<ul style="list-style-type: none"> • Documents produced and/or used may include forms, graphs, charts, lists, tables, schematics, drawings, schedules, reports, labels, warning signs, information signs, maps, accounting and financial statements, etcetera, in both print and non-print media • Must be able to read simple to complex documents in which considerable inference may be required • Must be able to read/interpret, and write/complete/produce documents • Specialized knowledge of the content of the document may be required; multiple pieces of information from multiple sources are synthesized; the quality of information may be evaluated for accuracy and omissions
<p>Writing Skills</p>	<ul style="list-style-type: none"> • Write notes to senior management regarding inventory management department performance, to document problems requiring attention, requests for resources, health and safety reports, etcetera • Write inventory management policies including safety procedures and ensure compliance with all applicable regulations • Write on a variety of topics including company policy, inventory management incidents, as well as responses to complaints • Write agreements and performance evaluations • Revise writing of others for factual accuracy, grammar, spelling and effectiveness • Write reports to the staff, senior management, the board of directors – reports to the board may contain, for example, the monthly evaluation or a situation analysis and recommendations

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Numeracy	<ul style="list-style-type: none"> • Apply financial math/money math • Apply scheduling, budgeting and accounting math • Apply measurement and calculation math • Apply data analysis math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Provide clear and concise direction and instructions to staff and other departments • Professional communications with clients, customers, staff, and colleagues using a variety of communications devices and media • Exchange information with other managers and senior management • Communicate on staffing related matters • Conduct staff meetings and make presentations • Communicate during high stress situations (e.g. material spills, health and safety incidents, etcetera)
Thinking Skills	(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)
Problem Solving	<ul style="list-style-type: none"> • Respond to customer and staff complaints • Deal with inventory management related challenges • Apply broad knowledge of supply chain when problem solving • Ability to think and respond quickly, and adjust schedules and operating plans in response to unplanned events • May have to adapt negotiation strategies to cope with new circumstances or issues that arise
Decision Making	<ul style="list-style-type: none"> • Decisions are made in line with the strategy of the organization • Make decisions with market, economic, social, and political environments taken in to account • Decide how to manage inventory • Make decisions about staffing requirements • Allocate tasks associated with inventory management operations • Make decisions about suggestions for change
Job Task Planning and Organizing	Liaison with staff, other management, and customers is needed to co-ordinate inventory management activities.
Significant Use of Memory	<ul style="list-style-type: none"> • Remember the objectives and vision of the organization • Remember the policies and procedures of the organization • Remember applicable regulatory requirements • Remember product information for regularly stocked inventory • Remember what inventory has been ordered and is currently

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	available in order to respond to possible queries
Finding Information	<ul style="list-style-type: none"> • Search inventory databases to find quantities in stock, parts numbers, pigment numbers and product specifications • Obtain information about products by speaking with suppliers, making phone calls and reading brochures and trade publications • Obtain information on regulations and standards • Find information for budgeting purposes
Working with Others	Inventory Managers are generally self-directed and work as part of a broader team. Inventory Managers provide encouragement and support to team members and assist them in achieving their personal work objectives, the team work objectives, and provide recognition when objectives have been achieved. Inventory Managers often consult with relevant colleagues for their views, concerns and issues related to inventory management.
Continuous Learning	Enhanced learning may be acquired as part of regular work activity, through training offered in-house, through reading or other forms of self-study, or through off-site training. Ongoing learning occurs through participation in professional organizations, seminars, formal courses, conferences and trade shows. Skills may be upgraded by taking management classes through educational institutions.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	An Inventory Manager works extensively in an office environment (e.g. sitting for long periods of time, with repetitive computer and telephone use). Typically there is no heavy lifting, bending, or stooping required by this occupational category; however, Inventory Managers may be required to move around facilities in order to satisfy visual management functions.
Attitudes	Attitudes of an Inventory Manager include a strong commitment to customer service, leadership, and people management. An Inventory Manager should have excellent interpersonal skills, and exhibit an awareness of and sensitivity to other cultures. In addition, excellent planning and organizational abilities are required.
Future Trends Affecting Essential Skills:	Inventory Managers will be required to have enhanced computer skills in order to work with more complex software. The ability to speak more than one language, and an awareness of and sensitivity to the diversity of international cultures is considered a growing need in the face of increasing globalization. Furthermore, an understanding of the principles of sustainability as they relate to environmental, social, and corporate governance issues is of increasing importance.

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Government of Canada Defined - Related NOC Code & Description	<p>0114 Other Administrative Services Managers</p> <p>This unit group includes managers who plan, organize, direct, control and evaluate departments responsible for corporate governance and regulatory compliance, records management, security services, admissions and other administrative services not elsewhere classified. Also included in this unit group are managers responsible for departments involved in two or more of the following activities: finance, human resources, purchasing, computer systems or administrative services. Managers in this unit group are employed throughout the public and private sector.</p>
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Document Management:				
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