

## Job Description

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<b>Job Title:</b>	Chemistry Stores Sales and Inventory Coordinator
<b>Department:</b>	Chemistry
<b>Reports To:</b>	Financial Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	August 2023

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### **Primary Purpose**

The Chemistry Stores Sales and Inventory Coordinator is responsible for the day-to-day operation of Chemistry Stores and provides outstanding customer service to the University research and teaching labs. The incumbent plans and co-ordinates all inventory, procedural and related stores activities including ordering, stocking and maintaining inventory of hardware, glassware, equipment and chemicals. Chemistry Stores front counter acts as an information and help desk and provides support to graduate and undergraduate students, faculty, and staff.

### **Key Accountabilities**

#### **Storekeeping**

- Act as primary contact for front counter sales to all customers, including students, staff and faculty;
- Manage Chemistry Stores storeroom by keeping the area well stocked and organized;
- Receive and stock daily deliveries;
- Responsible for making inventory decisions and changes, adding and removing inventory based on feedback from customers and suppliers;
- Order stationary/office supplies for Chemistry faculty and lab instructors for teaching purposes;
- Maintain accuracy of inventory through daily monitoring of quantities, re-order status and price changes;
- Organize bi-annual inventory counts and reconcile any inventory discrepancies;
- Train and supervise co-op students supporting front counter operations.

#### **Research Lab Sales**

- First contact for sales inquiries including stock availability, specifications and prices;
- Responsible for processing transactions through the eRPortal inventory software;
- Ensures timely processing and accuracy of work orders provided by graduate students, staff and faculty;
- Maintain familiarity with many different research labs, some with specific policies for purchasing and special request/preferences;
- Ensure liquid nitrogen and dry ice is available to Chemistry graduate students if needed over weekends and statutory holidays;
- Provide information on safety requirements and operations at the University. This requires knowledge of laboratory safety protocol, hazards and prevention.

#### **Email Ordering**

- Responsible for receiving and processing email orders on a daily basis;
- Ensures each order includes a proper work order number, lab location and authorized signature;
- Responsible for packing, labeling and processing online orders through inventory system;
- Arrange pick-ups times with customers and maintain a schedule of appointments through the day;

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<ul style="list-style-type: none"><li>• Keep copies of all email authorization forms, which are required for all online orders.</li></ul>
<b>Undergraduate Stock and Sign-out</b> <ul style="list-style-type: none"><li>• Help support undergraduate Chemistry labs by holding a stock of glassware for sign out each term;</li><li>• Ensure the return of all borrowed glassware, and restock lockers with missing equipment at the start of each term;</li><li>• Prepare lab key forms for all Chemistry UG labs. These allow the department to keep a record of all students and the lockers they are responsible for. This position keeps the stock of keys, and ensures new keys are cut when needed.</li><li>• Ensures all keys are returned at the end of the term. Collect lost locker key fees and maintain a history of key fee settlement for the term.</li><li>• Works with the Registrar's Office to have the student's account put on hold for not returning keys and broken equipment.</li></ul>
<b>Deliveries to External Departments</b> <ul style="list-style-type: none"><li>• Responsible to protect and assure the safety of staff and students by properly packaging and labeling items for delivery by Central Stores to departments and or Schools outside of Ring Road or off main campus, far enough to be deemed unsafe walking distances;</li><li>• Pack and properly label shipments with SDS and safety information. Buildings deemed "off campus" require special paperwork, which require a signature from the waste facility manager.</li><li>• Ensures that all bottle deposits are charged and refunded to the proper accounts immediately as bottles arrive through the week from Central Stores.</li></ul>
<b>Special Services</b> <ul style="list-style-type: none"><li>• Keep a stock of DI, distilled and ultra-pure Milli-q waters for dispensing ensuring there is always a sufficient reservoir;</li><li>• Train faculty, staff and students on how to safely dispense liquid nitrogen and dry ice, ensuring proper safety protocol is followed. Change liquid nitrogen tanks when required.</li><li>• Act as the fire warden for ESC during fire drills;</li><li>• Answer customer inquiries not directly related to Chemistry Stores by providing correct contact information or correct location information;</li><li>• Place online orders for departmental needs as requested by the Administrative Officer through Plant Operations and Central Stores;;</li><li>• Provide information daily about Chemistry Stores inventory, especially chemical products, to customers making inquiries. In addition, provide supplier information and sales representative contacts for customers who require products not carried by Chemistry Stores.</li></ul>
<b>Inventory Receiving Activities/Inventory Management</b> <ul style="list-style-type: none"><li>• On a daily basis, accept deliveries from Central Stores, or directly from the manufacturer, of items ordered for Chemistry Stores;</li><li>• Count each product to ensure that everything ordered has been delivered, simultaneously ensuring that the products are correctly denominated in the Chemistry Stores eRPortal database;</li><li>• Distribute and store the products in their appropriate physical locations in the Chemistry Stores inventory.</li></ul>
<b>Solvent Dispensing</b> <ul style="list-style-type: none"><li>• Act as backup for solvent dispensing from drums into Chemistry Stores 2L and 4L bottles;</li><li>• Keep track of all dispensed solvents and corresponding barcodes.</li></ul>

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

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*safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### **Required Qualifications**

<b>Education</b> <ul style="list-style-type: none"><li>• Completion of a College diploma required, Bachelor of Science degree preferred, or equivalent education and experience.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 3+ years of experience in a front-line customer service or inventory management environment.</li><li>• Experience in a science laboratory environment with a broad understanding of lab supplies and consumables preferred (e.g. Glassware).</li><li>• Experience handling chemicals and an understanding of chemical safety &amp; chemical handling is preferred.</li><li>• Experience with asset management software and point of sales systems.</li><li>• Experience using WATcard charge systems an asset.</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Excellent interpersonal skills and the ability to interact effectively and diplomatically with faculty, staff, students, PDFs and central services on campus are required, including outstanding verbal, written and listening skills</li><li>• Strong organizational and attention to detail skills required</li><li>• Excellent problem solving skills and good judgement</li><li>• Familiarity with inventory management software</li><li>• Intermediate experience with MS Office including Outlook, Word and Excel along with basic level in Powerpoint.</li></ul>

### **Nature and Scope**

- **Contacts:** Must be able to communicate well with all staff, students and faculty. Requires understanding and patience in order to help determine the needs of the customer.
- **Level of Responsibility:** Oversee all sales, inventory and price accuracy, ensure sales are to the correct accounts and oversee co-op positions.
- **Decision-Making Authority:** Assists inventory manager make changes and decisions, responsible for changes in day-to-day stores operations
- **Physical and Sensory Demands:** Long hours of standing during the day and requires the ability to lift heavy boxes and objects. Requires working through many distractions and the ability to multi-task.
- **Working Environment:** Possible exposure to some chemical solvents. Risk of exposure to a wide range of chemicals which could cause injury.