



Every moment of every day, people all over the world turn to Panasonic to make their lives simpler, more enjoyable, more productive and more secure. Since our founding almost a century ago, we've been committed to improving peoples' lives and making the world a better place—one customer, one business, one innovative leap at a time. Come join our journey.

Currently, Panasonic Canada Inc. is seeking a **Manager, Sales Operations and Administration**

A subsidiary of Panasonic Corporation of North America, Panasonic Canada Inc. (PCI) is a leading technology provider to businesses, government agencies and consumers across the region. The company leverages its strengths in Living Spaces, Immersive Entertainment, Sustainable Energy, Automated Supply Chains and Connected Solutions to provide secure and resilient integrated solutions for B2B and B2G customers. Panasonic was highlighted in **Forbes Magazine's** Global 2000 ranking as one of the Top Ten Best Regarded Companies for 2017. The ranking is based on outstanding scores for trustworthiness, honesty with the public and superior performance of products and solutions.

#### **THE OPPORTUNITY:**

The **Manager, Sales Operations and Administration** is responsible for supply chain and order management administration for all B2B product categories. The manager will Implement and monitor administrative processes for new business processes, including continuous improvement, training of administrative staff, measuring and maintaining work flow processes, developing policies, and performance in addition to managing product and commission reporting.

#### **CORE RESPONSIBILITIES:**

- Manages the Sales Administration team to ensure current and accurate invoicing for all Enterprise Sales Division (ESD) products.
- Establishes performance targets and monitors overall performance of staff to ensure continued work flow processes and performance for the department.
- Responsible to coach, mentor, train, assign work, monitor progress and performance manage team.
- Ensures Corporate Employment Equity objectives are met.
- Reviews and approves work process exceptions and recommends policy and procedure changes as necessary to meet department objectives.
- Purchase, sales and inventory forecasting
  - Provides demand and purchase plan for various product categories, controls purchasing and planning workbooks in excel for product managers and for upload to APO monthly.
  - Considers factory and local supplier delivery schedules to schedule inventory procurement.
  - Using SAP and APO formulates PSI recommendations for management review and upon approval prepares orders for factories and or local suppliers.

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- Updates associated sales forecasts and ensure product purchase levels are kept within inventory budget.
- Monitors and reports monthly PSI actual versus budget.
- Prepares associated reports, and analysis as required.
- Works closely with Product Managers to ensure models are current and inventory is at satisfactory levels.
- Provides training to all order desk and Sales coordinators and new employees as it relates to order management and purchase sales and inventory management monthly for B2B product categories.
- Creates job checklists, training materials and reviews ongoing company policies and processes.
- Attends monthly meetings to discuss changes in all product categories as it relates to the PSI and order management cycle.
- Supports acceptance testing on MIS project initiatives - project involvement includes creating process materials for administration personnel to use on project completion, support other testers through processes during testing and creation of scenarios for testing.
- Provides reporting on order management and PSI where required.
- Monitors open order controls weekly.
- Monitors and reports on configuration production orders for computer configuration meeting and order management.
- Provides backup support to purchasing and order desks of ESD division and B2B categories.
- Supports and trains temporary employees for the purposes of order management backup support where required.

#### **SKILLS & ABILITIES REQUIRED:**

- Minimum requirement of 3 year college certificate or diploma in finance or business, with 5 years work experience, including a minimum of 2 years supervisory experience.
- Written and oral French would be an asset.
- Requires strong computer literacy competence in SAP functionality at the user and master file level.
- Strong knowledge and demonstrated capability using Microsoft Office, including Word, Excel, PowerPoint and Outlook.
- Requires a broad and deep knowledge of SAP/OMD and PSI systems to effectively train, monitor sales and service targets and develop continuous improvement changes to systems and work processes.
- Must be able to effectively interpret policies and procedures that may be convoluted or incomplete.
- Regular requirement to collect limited information from a variety of sources; selecting a solution from sometimes unclear list of alternatives.
- Requires investigation/collection of sales/service issues/problems and coordinate solutions with corporate counterparts

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**WHAT WE OFFER:**

Panasonic Canada Inc. offers competitive compensation and benefits including a pension plan and a group RRSP, great work/life balance program, professional development opportunities and the chance to work for a world class organization.

Panasonic Canada Inc. is committed to diversity and equity in our workforce.

Panasonic Canada Inc. has an accommodation process in place and provides accommodations for job applicants with disabilities as appropriate. Assessment and selection materials and procedures can be made available in accessible formats and methods as appropriate. If you require a specific accommodation because of disability or medical need, please let us know when selected to take part in our recruitment process so that reasonable arrangements can be made for the appropriate accommodations to be in place as you move through our process.

We thank you for your interest in working for Panasonic Canada Inc. Only candidates selected for an interview will be contacted.

Please apply by email at [HR@ca.panasonic.com](mailto:HR@ca.panasonic.com)

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