



## Job Posting

**Position:** Manager, Service Delivery, Scarborough and Rouge Hospital (SRH)  
**Department:** Account Management  
**Reports to:** Account Director, SRH  
**Location:** Centenary and General Campuses  
**Posting #:** PL\_642

Plexxus is a not-for-profit shared services organization which provides value added services to its Member hospitals. Plexxus serves a diverse group of hospitals consisting of specialty, community based, academic and research hospitals. Plexxus Member hospitals include: Holland Bloorview Kids Rehabilitation Hospital, Lakeridge Health, North York General, Sinai Health System, St. Joseph's Health Centre, Scarborough and Rouge Hospital, Sunnybrook Health Sciences Centre, Toronto East Health Network, University Health Network, and Women's College Hospital. Plexxus Customer hospitals include: Campbellford Memorial Hospital, Haliburton Highlands Health Services, Mackenzie Health, Markham Stouffville Hospital, Northumberland Hills Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital, Royal Victoria Regional Health Centre, Southlake Regional Health Centre, and Stevenson Memorial Hospital.

Plexxus provides Transactional (distribution, logistics, purchasing), Strategic (sourcing/strategic sourcing, spend management, supplier management, contract management, product support) and Support and Enablement (information technology, data management, corporate) services to its customers.

Plexxus value proposition has three elements; Financial Value (contribute to offsetting increasing fiscal pressures by generating savings for our hospitals and managing the cost of our services), Operational Value (support the ability of our customers to focus on delivering patient care by providing excellent service) and Strategic Value (enable collaboration and future value creation for our hospitals by leveraging shared resources).

**VISION:** Plexxus is the leading shared service organization in Canadian healthcare

**MISSION:** Plexxus relentlessly delivers value to its Members and Customers through service excellence

**VALUES:** Excellence, Responsive, Accountable, Collaborative

Reporting to the Account Director, the Manager, Service Delivery is accountable for developing and maintaining customer satisfaction; responsible for ensuring the highest level of Plexxus service delivery to SRH. This individual represents the comprehensive Plexxus service offering, including Sourcing, Contract Management, Product Support, Information Technology (SAP), Finance and Data Governance.

### Accountabilities:

- In coordination with the Account Director, develop and manage the business relationship between Plexxus and SRH
  - Serve as the primary point of contact with the Hospital for all Contract Management related Plexxus services;
  - Build and maintain productive relationships with Hospital customers; and
  - Identify and assess opportunities for new and expanded delivery of Plexxus services
- Meet with Hospital Leadership and/or delegates on a regular basis, providing them with key business updates and ensuring Plexxus alignment to their business priorities
  - Participate in Hospital clinical and operational meetings (i.e. PESC, OPC) on a regular basis



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- Monitor customer satisfaction levels and develop effective and efficient processes to identify, escalate and manage issues through to resolution
- Manage key communications to ensure a consistent account management approach in working with Hospital stakeholders
- Manage a team of Contract Specialists to manage the Hospital's contract landscape and manage low dollar/low complexity sourcing (typically under \$100K) specific to the hospital
- Coordinate with stakeholders to ensure the Hospital's contracting requirements are identified and being addressed
- Coordinate with Plexxus Senior Category Managers to ensure the Hospital's sourcing requirements are identified and being addressed
- Coordinate with Product Support and In-Hospital Logistics teams to assist with the implementation of new products and services and maintain the continuity of existing supplies and services
- Work effectively with all Plexxus service leaders to ensure services are effectively delivered, issues and opportunities addressed

### Qualifications:

- A minimum of 5 years' experience in a sophisticated contract management purchasing/logistics environment with a solid understanding of supply chain models and practices, 3 years of which has been at the supervisory/management level
- Working knowledge of ERP systems and other Procure-to-Pay technology and previous experience in a supply chain shared services or hospital environment preferred
- Proven knowledge of leading supply chain management (procure to pay) practices
- Demonstrated relationship building and relationship management skills including the ability to interact effectively with a diverse group of professional, technical, clerical and service personnel to provide a high level of customer service
- Proven ability in the understanding and implementation of the BPS Directive, following all processes accurately and ethically
- Strong Project management skills with the ability to effectively develop and implement improvement strategies, organize, control and coordinate a variety of activities in a fast-paced environment; PMP designation an asset
- Experience working successfully in a matrixed environment
- Strong presentation skills with experience leading cross functional projects preferred

### Education:

- University degree in a relevant field preferred; CPP, CSCMP or OIPMAC
- Purchasing certification or equivalent (i.e. HSCN/Schulich program certification) preferred

Interested candidates please apply by resume to Plexxus Human Resources at [careers@plexxus.ca](mailto:careers@plexxus.ca). While Plexxus thanks all applicants, we advise only those who qualify for an interview will be contacted.

Plexxus is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

**Posting Date:** June 18, 2018

**Closing Date:** July 2, 2018