

## Client Relations Specialist

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### **DEFINITION**

This is an administrative support position involved in the provision of client services, training, optimizing the use of technology and process analysis.

Employees in this class provide client departments, vendors, materials management staff and management assistance, guidance and training in the areas of corporate procurement and supply chain management. These employees also service as advocates for the interests of client departments and vendors.

Structured as a self directed work unit, duties are performed with a high degree of independence and personal initiative, including scheduling of assignment priorities.

Client Relations Specialists may initiate or be assigned to corporate projects requiring dedicated procurement and/or research activities.

Employees of this class may also evaluate supply chain management procedures, processes and practices and make recommendations for improvement or change.

A comprehensive knowledge and understanding of corporate procurement policies, procedures, computer systems, division objectives and control requirements is essential.

### **TYPICAL DUTIES\***

Working with client departments, vendors, and material management staff, identifies opportunities for service delivery improvements; evaluates opportunities for implementation; makes recommendations and assists in the implementation of service delivery improvements. Monitors and reports on client and vendor satisfaction.

Communicates and responds to client and vendor inquiries and questions on procurement and supply management policies, procedures and systems.

Creates and maintains a library of resource materials (*i.e.* policy or "how to" quick reference manuals in a readily accessible format - systems public folder).

Develops user manuals/quick reference/how to sheets.

Working in co-operation with Human Resources, identifies training requirements/needs, evaluates and recommends training solutions, reviews and develops training programs and provides for program delivery.

Ensures training received has been properly synthesized and where necessary reinforces or recommends repeat training. Monitors training program results and makes recommendations to reinforce strengths or address weaknesses.

Provides support and assistance to client departments, vendors, materials management staff and management in optimizing the use of systems technology in order to realize service level improvements and efficiency saving.

Communicates with the SAP Group, Office Automation Information Teams, Technology Branch Staff, Initiatives Groups and management in order to be aware of proposed changes in system software and hardware. Be involved with the implementation of new software versions, aid systems

users to implement changes.

Collaborates with client departments, vendors, materials management staff and management to ensure Materials Management procedures and practices are appropriate and uniformly applied throughout the corporation.

Identifies, recommends and actively promotes business practices that could be automated/streamlined to bring added value to the procurement and supply management functions.

Develops user manuals/quick reference/how to sheets.

Performs related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Through knowledge of procurement policies, procedures, tendering law, trade agreements and business systems processes.

Ability to analyze complex processes and reduce and simplify them into clear, concise and logically ordered presentations and instructions.

Ability to gather and combine existing information, procedures, manuals, flow charts and utilize them to produce clear and effective instructions while facilitating active learning with all levels of client department and vendor staffs with tact, accuracy, patience and empathy.

Ability to evaluate training needs with respect to procurement procedures and practices and to evaluate the outcome of training programs and to accept suggestions for improvement.

Ability to establish and maintain effective working relationships with client department and vendor staffs in a changing environment.

Ability to understand, execute and provide oral and written instructions.

Expert proficiency with required computer systems.

Ability to work in a team environment.

Recognition that on-going skills updating is required, through the attendance of seminars, courses, etc., to keep current with emerging procurement practices and processes.

Excellent listening, verbal and written communication skills.

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
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**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

Diploma in business administration, computer science, communications or other related fields. A certificate in Purchasing from the Purchasing Management Association of Canada (PMAC) would be a definite asset. Valid driver's license.

Six (6) years' experience in the application and use of procurement and supply chain management systems, processes and practices. Experience in the areas of communications and client relations are also requirements.

Demonstrated experience in making presentations or conducting seminars or training in small group sessions.

Train the Trainer experience/course would be an asset.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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