



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Purchasing Officer	
Position Number	Community	Division/Region
48-15851	Yellowknife	Materials Management and Contracting

PURPOSE OF THE POSITION

The Purchasing Officer is responsible for the professional, timely, and cost-effective procurement of goods and services for the Northwest Territories Health and Social Services Authority's (NTHSSA) Stanton Territorial Hospital, as well as providing support for procurement throughout all of the Health Authorities and Regions in the Northwest Territories.

SCOPE

Located in Yellowknife, the Purchasing Officer reports to the Supervisor, Materials Management.

The Northwest Territories Health and Social Services Authority (NTHSSA) is headquartered in Yellowknife and is responsible for delivering health and social services in most communities across the NWT. The NTHSSA covers 1.2 million square kilometers and services approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginal peoples. The NTHSSA delivers a full-range of primary, secondary and tertiary health and social services including family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. These services are delivered by more than 1,400 health and social services staff.

Stanton Territorial Hospital (Stanton) is an accredited facility in Yellowknife, and is the referral center for approximately 40,000 regional residents of the Western Arctic and Nunavut (Kitikmeot Region). Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Located at Stanton and working from 8:00 to 16:00, Monday to Friday (including Statutory Holidays), the Purchasing Officer's role is critical to ensuring that the necessary medical and office supplies are available when required in order for end users to effectively perform their duties. By investigating procurement requirements and efficiently placing orders, the Purchasing Officer has a positive impact on the patients who are served in the Stanton Territorial Hospital, and other NTHSSA health clinics and health centres, as well as contributing to a more efficient and effective experience for staff who have what they need when it is required.

The Purchasing Officer is responsible for understanding and adhering to the GNWT procurement policies and procedures, and the NWT Business Incentive Policy, and for communicating these requirements to the end users, as needed. The Purchasing Officer is responsible for purchasing medical and office supplies and services on a daily basis, including researching vendors and source of supply, determining and recommending substitutions to end users as required, and ensuring proper documentation and signing authority approval is in place to validate the use of NTHSSA funds.

The Purchasing Officer is expected to remain calm, controlled and professional, where the end result of the Purchasing Officer's decisions impacts the NTHSSA Regions' departmental budgets, the well-being of patients, and the ease with which staff can perform their duties. The Purchasing Officer is required to manage demanding clients and a high volume of requests, where multiple rush orders may be required simultaneously. There are approximately 6,600 purchase orders issued by Stanton Territorial Hospital each year, with a value of approximately \$8.9 million dollars.

RESPONSIBILITIES

1. Purchasing non-stock medical and office supplies for NTHSSA Stanton Territorial Hospital, and other health centres and health facilities, as requested.

- Reviews non-stock purchase requisitions to ensure information is correct, and signed by the proper signing authority;
- Verifies sources, including pricing and delivery expectations;
- Processes orders following all applicable policies and procedures to ensure documentation is accurate and a complete audit trail is in place, including filing of physical documentation relating to orders;
- Notifies the end user of the final cost, expected delivery, and any other relevant information regarding the order;
- Seeks sources and alternative sources of supply through trade directories, Internet, manufacturers, and suppliers, and provides recommendations to end users on new or alternative products, including obtaining samples of products for evaluation, as required; and
- Provides recommendations of products to be moved from non-stock to stock in the NTHSSA Stanton Territorial Hospital Stores.

2. Purchasing replenishment medical and office supplies for NTHSSA Stanton Territorial Hospital Stores inventory.

- Runs reports in the SAM Materials Management system to determine replenishment stock requirements;
- Reviews and determines appropriate replenishment orders based on the established re-order point and maximum, where additional investigation, physical inventory counts, and collaboration with other Materials Management functions may be required;
- Processes the order following all applicable policies and procedures, including verifying the source, and whether contracted pricing and delivery expectations apply, ensures appropriate documentation is in place and files physical documentation relating to orders;
- Researches and sources substitutions and alternatives for items as required; and
- Identifies items to be considered for pricing agreements, standing offer agreements, and tenders, including providing relevant purchasing and consumption history and vendor information.

3. Manages vendor relationships and expedites outstanding purchase orders.

- Contacts vendors to determine shipping date on outstanding orders, and notifies the ordering department or other Materials Management functions of change in shipping status, if applicable;
- Determines and executes if rush shipping or a substitute order is required, and arranges as necessary;
- Respond to user departments requesting follow up on any outstanding orders;
- Manages the vendor relationships, including meeting with sales representatives as required;
- Provides the first point of contact for vendor issues, including coordinating returns, back orders, short shipments, and other issues, and escalates ongoing issues to the Supervisor, Materials Management, as required;
- Manages the investigation of products and distribution of vendor notifications, including supply / device recalls user departments, as required; and
- Distributes changes, discontinuations, and new product information received to the appropriate department(s) / end users for consideration.

4. Prepares items to be sent/returned to vendors, including managing specialty items, repairs and loaner equipment as requested.

- Obtains authorization from vendor to return defective goods, expired items, and goods not meeting specifications or no longer required by end user, ensuring proper credit is received for returned goods and suitable replacement has been ordered;
- Prepares items for shipping by recording model numbers, serial numbers, capital asset tags and any identifying features to ensure item is easily traced;
- Arranges for loaner equipment with the vendor when deemed necessary by end user;
- Monitors loaner equipment to ensure item is returned when no longer needed;
- Manages the ordering of specialty items, including sending items to vendor (e.g. hearing aids); and

- Verifies, packages, labels and coordinates shipping for Sahtu non-stock orders.

5. General departmental duties as scheduled or requested by Supervisor.

- Keeps work area tidy and free of hazards;
- Participates in Materials Management staff meetings;
- Participates in yearly and random inventory counts as required;
- Maintains and updates vendor catalogue file and price lists to ensure current information is available in the Materials Managements system;
- Monitors and reports on changes to supply sources, and updates vendor information in financial system;
- Identifies and makes recommendations to improve operational efficiency in all areas of Materials Management; and
- Performs other Materials Management functions (e.g. contracts and forms administration, mail distribution, distribution of non-stock and stock items, shipping and receiving, and inventory control) as required and directed by the Supervisor, Materials Management.

WORKING CONDITIONS

Physical Demands

The Purchasing Officer will be required to work in normal office and warehouse environments. The incumbent will be required to work in an office, including extended periods of time sitting and working at a desk/computer for approximately 5 days a week, 6 hours per day.

The incumbent will be required to work in a warehouse setting for approximately 2 hours per week, which includes climbing, reaching, bending, and stooping. The incumbent will also be required to lift and move boxes (up to 50lbs).

The incumbent may be required to deliver items throughout the hospital for approximately 4 hours per month, which includes pushing/pulling carts and lifting, moving, and delivering boxes.

Environmental Conditions

The office environment is considered to be an adequate space however high traffic results in frequent interruptions.

The Purchasing Officer will work in a warehouse environment for approximately 3 hours per week with exposure to loud noises, dirt and dust, sharps and needles, hazardous substances, and other potentially toxic materials. The incumbent will also be required to make deliveries throughout the hospital, including to patient wards, where there is risk of exposure to communicable and infectious diseases. In order to prevent and reduce harm to employees, universal programs exist to eliminate and manage health and safety risks.

Sensory Demands

The incumbent may spend long periods of time reviewing requisitions and processing orders. A prolonged need for sensory attention is required in order to analyze detailed information. Eyestrain, back discomfort and keyboard-induced tensions are the most common problems.

Mental Demands

The incumbent will manage a number of orders and requests at once, including rush orders, and will experience interruptions throughout the day. The incumbent is required to prioritize and re-prioritize their workload based on incoming requests and requirements. Mental fatigue and stress are common as a result of imposed unexpected and competing demands, often under tight deadlines.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of purchasing and supply chain functions and principles.
- Knowledge of SAM, Microsoft Office, particularly Outlook, Word and Excel, and Internet.
- Skilled in prioritization and time management, including managing a large volume of work.
- Skilled in oral and written communication, including effective communication with a wide variety of end users.
- Ability to interpret policies and guidelines to ensure compliance with GNWT procurement requirements.
- Ability to display self-control and professionalism, and work well with others in stressful situations.
- Ability to participate willingly and support team decisions, including doing one's own share of the work and sharing all relevant and useful information.
- Ability to manage a number of requests and tasks at once, and to prioritize accordingly.

Typically, the above qualifications would be attained by:

Completion of a High School Diploma combined with two years of relevant purchasing experience, and having completed purchasing courses. Experience in a health care setting is considered an asset. Equivalent combinations of educational qualifications and experience will be considered on individual basis.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French Language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☐ French preferred

Indigenous Language:

☐ Required

☐ Preferred