



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Inventory Control Officer	
Position Number	Community	Division/Region
48-8606	Yellowknife	Supply Chain and Physician HR Management / Headquarters

## PURPOSE OF THE POSITION

The Inventory Control Officer is responsible for analyzing and optimizing the Materials Management Stores inventories to ensure the availability of medical and office supplies for Stanton Territorial Hospital, Inuvik Regional Hospital and a number of other health facilities across the Northwest Territories Health and Social Services Authority (NTHSSA), at the same time as balancing working capital and service level requirements. The Inventory Control Officer is also responsible for providing coverage for the Inventory Analyst.

## SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2M square kilometers and serving approximately 44,000 people, including First Nations, Inuit, Metis, and non-indigenous. Health and social services (HSS) include the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 HSS staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.



Stanton Territorial Hospital is a referral centre for approximately 44,000 residents of the Northwest Territories (NWT) and approximately 7000 residents of the Kitikmeot Region, Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity. Stanton recognizes the health hazards associated with tobacco in the workplace, both to smokers and non-smokers alike, and maintains a tobacco-free environment within the building and throughout the property.

Located in Yellowknife at the Stanton Territorial Hospital and working from 8:00 to 16:00, Monday to Friday (excluding Statutory Holidays), the Inventory Control Officer reports directly to the Territorial Manager, Inventory and Supply Chain Quality. The Inventory Control Officer is responsible for ensuring the smooth and uninterrupted flow of inventory into NTHSSA warehouses, performing cycle counts, item master data entry, unit cart maintenance, warehouse location upkeep and preliminary stock discrepancy investigations to ensure that service level requirements are met. The Inventory Control Officer plays a crucial role in maintaining accurate inventory levels in 3 physical warehouses, 2 in Yellowknife and 1 in Inuvik with a combined value of \$3.9M, with approximately \$8.1M in issuances and sales annually.

This role is critical to ensuring that the necessary medical and office supplies are available when required for clinical staff to provide safe and effective patient care. By utilizing documented stock management processes, the Inventory Control Officer can have a positive impact on the patients who are served in the Inuvik Regional Hospital, Stanton Territorial Hospital, and NTHSSA health clinics and health centers, as well as contributing to a more efficient and effective experience for staff who have what they need when it is required.

The Inventory Control Officer is expected to remain calm, controlled and professional, where the end result of the Inventory Control Officer's decisions impacts the well-being of patients and the ease with which staff can perform their duties. The Inventory Control Officer identifies, develops and implements inventory control procedures and continuous improvement projects, in addition to monitoring and reporting on various supply chain activities. The Inventory Control Officer will be required to manage demanding clients, multiple projects with concurrent timelines and issues that require investigation and troubleshooting all while liaising with multiple functional areas through the organization.

The Inventory Control Officer is required to be motivated and innovative in the development of inventory management and supply chain solutions, to stay up to date on supply chain best practices, and to encourage professional growth of self and others.

## **RESPONSIBILITIES**

- 1. Perform Inventory Replenishment Processes in ERP system for all physical warehouse locations.**



- Monitor inventory levels daily across all three physical warehouse locations using the ERP System (System for Accountability and Management (SAM)) to identify stock shortages and replenishment needs.
- Generate and review automated replenishment recommendations in SAM in alignment with user-driven demand and preset stock levels
- Conduct periodic reviews of replenishment parameters (e.g., lead time, stock levels, order frequency) and propose updates to the inventory analyst.
- Track and document inventory movements and replenishment actions within SAM system to maintain accurate records and minimize expired stock.
- Recognize anomalies in stock requirements and investigate whether they are accurate needs by identifying where the demand came from and communicating with end users to confirm their needs.

## **2. Execute Inventory Count Responsibilities.**

- Plan and execute weekly cycle counts to ensure inventory accuracy and compliance with internal controls.
- Perform spot counts in response to discrepancies, system alerts, or at the request of distribution staff and/or management.
- Schedule and conduct periodic counts of critical, high-value, or high-turnover items based on risk assessment and business needs.
- Reconcile physical counts with ERP system (SAM) records and investigate discrepancies to identify root causes such as misplacement, shrinkage, or data entry errors.
- Document all count results, adjustments, and findings in SAM and relevant logs or audit trails.
- Update and maintain the cycle count schedule to ensure coverage of all inventory locations and categories over the designated counting period.
- Prepare and submit regular reports on count accuracy, variance trends, and usage analysis to Inventory Analyst for further review.
- Assist in the planning for year-end inventory count and perform pre-count activities.

## **3. Oversee Item Master Maintenance.**

- Create new item records in the ERP system (SAM) with complete and accurate details, including descriptions, units of measure, pack sizes, and classifications.
- Maintain and update existing item master data, including pricing, cost, supplier product codes, and pack factors, ensuring data consistency and integrity.
- Work closely with Purchasing staff to gather information and insights necessary to understand and address failures.
- Verify item setup aligns with procurement, inventory, and distribution processes to support accurate ordering, receiving, issuing and reporting.
- Manage and update item categorization (e.g., product groups, commodity codes) to support reporting and analytics.



- Monitor and correct data discrepancies, duplicates, or outdated information in the item master to prevent transactional errors.
- Ensure item master changes follow established approval workflows and are documented in accordance with internal control policies.
- Conduct periodic reviews of item master records to identify inactive or obsolete items for deactivation or archival.

#### **4. Responsible for Hospital Unit Supply Cart Maintenance.**

- Maintain accurate and up-to-date contents lists for all supply (mother) and IV carts across hospital units, ensuring alignment with clinical usage patterns and unit-specific needs.
- Collaborate with distribution team, nursing staff and clinical leads to review and validate supply requirements for each unit, including both standard items (e.g., syringes, dressings, IV solutions) and specialized items.
- Adjust and update contents lists in response to feedback, usage trends, clinical changes, or product substitutions.
- Document changes to cart configurations and communicate updates to relevant clinical and Materials Management stakeholders.
- Support new unit openings or reconfigurations by developing initial mother cart contents lists and coordinating supply setup.

#### **5. Maintenance of Warehouse Locations.**

- Maintain clear, consistent, and accurate labeling of all storage locations, bins, and shelves across all warehouse facilities.
- Ensure proper facing, tidiness, and organization of shelves to support efficient picking, replenishment, and stock accuracy.
- Reorganize warehouse locations as needed to accommodate changes in material volume, dimensions, or storage requirements.
- Perform regular walk-throughs of warehouse areas to identify and address mislabeling, misplaced items, out of stock items, and inefficient layout configurations.
- Update location master data in the ERP system (SAM) to reflect changes in physical layout, bin assignments, or new storage areas.
- Support new product introductions by assigning appropriate storage locations and ensuring they are ready for receiving.

#### **6. Provide back-up support to the Inventory Analyst.**

- Perform supply chain failure analysis.
- Investigate and correct stock level discrepancies.
- Assist in warehouse design and layout.



## 7. Additional Responsibilities

- Ensure that all work areas are safe and report any safety concerns to management immediately.
- Operate an overhead paging system to communicate any spills or other safety concerns.
- Utilize a warehouse work assist vehicle for accessing overhead storage locations.
- Perform other duties as required.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent will be required to work in office and warehouse environments.

The incumbent will be required to work in a warehouse setting for approximately 1-2 hours per day which includes climbing, reaching, bending, and stooping. The incumbent will also be occasionally required to lift and move boxes (up to 50lbs), use a pallet jack to move and arrange pallets, and lift and move empty pallets by hand during the course of their regular duties.

### **Environmental Conditions**

The incumbent will be required to frequently spend time in a warehouse environment with exposure to noise, dirt, sharp objects, hazardous materials and crush/pinch points so adequate PPE is required at all times.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of inventory management, including a working understanding of lead times, safety stock and other principles.
- Skills relating to distribution, warehouse, and logistics functions and principles, including safe work practices and procedures.
- Skilled in oral and written communication, including respectful communication with a wide variety of end users.
- Ability to utilize self-control techniques and work cooperatively in challenging situations.
- Ability to use time efficiently to complete tasks / projects on time through the routine planning of own work and organization of resources.
- Computer skills including ERP systems, MS Office, particularly Excel, Internet and Email.



- Ability to manage a number of projects and tasks at once, and to prioritize accordingly all while utilizing efficient time management.
- Ability to accurately complete tasks with close attention to all aspects of work and able to carefully control for errors.
- 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 commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

A Supply Management Training (SMT) certificate and one (1) year of relevant experience in a warehouse, distribution or logistics environment.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Immunization History**

Up-to-date Immunization records are required

**Position Security**

- 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: Select language**

- Required
- Preferred