

## Operations Manager

*Note: The use of the masculine gender includes the feminine and is employed solely to facilitate reading.*

Can you imagine a career that touches the lives of people everywhere? Can you imagine yourself working in a fast paced and dynamic workplace where rapid decision making, entrepreneurial initiatives, customer service and community become your new vision? A vision that drives our growth and success...if so, then Paladin is the place for you!

Paladin Labs Inc., headquartered in Montreal, Canada, is a specialty pharmaceutical company focused on acquiring or in-licensing innovative pharmaceutical products for the Canadian market. Paladin has a focused marketing and sales organization that has helped it evolve into one of Canada's leading specialty pharmaceutical companies. Paladin Labs is an operating company of Endo International plc, a highly focused generics and specialty branded pharmaceutical company.

We are a dynamic and fast growing organization. Paladin is constantly looking for great people to contribute to our growing business. We believe in empowering our employees by giving them the freedom to raise new ideas and encourage decision making in an environment that fosters the growth and development of each individual. Paladin's culture is committed to building our business as well as our community, helping others, encouraging integrity and inspiring people to make a difference.

### Position Summary

The Operations Manager is expected to absorb information quickly and use available tools to identify and exploit opportunities that arise. The incumbent identifies opportunities and possible sources, to reduce costs and increase efficiency. The Operations Manager will manage all areas of customer service, including transportation, order entries, warehousing and logistics. The incumbent will be responsible for managing relationships with wholesalers as well as the relationship Paladin's 3PL provider.

### Reports To

Director, Supply Chain

### Specific Responsibilities

#### Customer Service

The candidate will lead the customer service team and follow-up on trade related questions and issues with the following:

- Backorders
- Announcements
- Price confirmation
- Return process
- Payment terms (negotiations with wholesalers)
- Ensuring the customer service team follows the appropriate processes
- Perform customer service surveys to ensure service level targets are being met

- Interact with wholesalers and propose solutions when issues arise
- Recommend action plans to improve order and delivery process with wholesalers

#### Management of 3PL

- Ensure that 3PL is meeting Key Performance Indicators as per contractual obligations
- Main point of contact with 3PL, determine plan of action when issues arise
- Develop continuous improvement plan to ensure that KPIs are at or above expectations
- Review and approve service fees and certify they are in line with contract
- Manage and oversee budget for 3PL Services

#### Special Projects

- Support of Due Diligence activity including contractual negotiation with external stakeholders and risk assessments with extremely short timelines
- Coordinate with Scientific Affairs, Marketing, Quality, Business Development, and other internal organizations in the supplier evaluation process
- Implement and oversee new procedures related to customer service, warehousing, price negotiations and contract implementations

#### **Characteristics of a Good Candidate**

1. Leadership
2. Priority Setting
3. Problem Solving / Analytical Skills
4. Initiative and Follow Through
5. Well-refined People Skills

#### **Candidate Profile**

- BA/BS plus a minimum of 5-7 years supply chain experience preferably in the pharmaceutical industry
- Lean Six Sigma or APICS designation
- Successful track record of management of multi-product strategies and processes; that mitigate risk, manage and reduce cost, ensure and improve product availability and reliability.
- Experience leading effectively within matrixes, cross functional and international environments; driving decisions regarding overall supply chain priorities.
- Understanding of GMP and related practices.
- Experience in Canadian pharmaceutical supply chain.
- Encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitate the implementation and acceptance of change within the workplace.
- Able to identify opportunities and actions to build strategic relationships with partners and customers.
- Able to prioritize and align the organization against goals and objectives; enable innovation through quick decision-making and encourage flexibility and a sense of urgency; ensure rigor in operational excellence; and focus on outcomes with clear measures and metrics.
- High ethical standards, integrity and strength of character in his/her personal and professional dealings and a willingness to act on and be accountable for his/her decisions.

*To apply, please send your resume: [hr@paladinlabs.com](mailto:hr@paladinlabs.com)  
Only selected candidates will be contacted.*