

# QUEEN CITY CAREERS OPERATIONS & SUPPLY CHAIN MGMT



UNC CHARLOTTE

Belk College of Business

Robert A. Niblock Student Center for Professional Development

## SAMPLE JOB TITLES

SUPPLY CHAIN

ANALYST • OPERATIONS OR LOGISTICS  
ANALYST • PURCHASING OR MATERIALS  
MANAGER • PROJECT MANAGER •  
MASTER PLANNER OR SCHEDULER •  
DEMAND PLANNER • OPERATIONS OR  
DISTRIBUTIONS MANAGER • GLOBAL  
LOGISTICS OFFICER • QUALITY  
CONTROL MANAGER • TRAFFIC  
ANALYST • INVENTORY SPECIALIST •  
PROCESS ANALYST

## WHAT IS OPERATIONS & SUPPLY CHAIN MANAGEMENT?

**UTILIZING A FIRM'S RESOURCES EFFICIENTLY TO PRODUCE QUALITY GOODS AND SERVICES.** Operations managers help to lower production costs, boost the quality of goods and services, and allow the firm to respond to customer demands quickly. Essentially, it is the management of the flow of goods and services to the customer. Operations management not only happens in a production facility, like a plant or warehouse, but also in the service sector. In fact, many operations jobs today relate to the services a company provides its customers.

## OPERATIONS & SUPPLY CHAIN INDUSTRIES

**PLANNING.** Determine the amount of resources a firm needs, both physical and human resources, to create a final product or service; Design the sequence and order of work activities that must be completed; Create a time schedule to ensure delivery of final product.

**QUALITY CONTROL.** Analyze and measure the quality of the work completed against standards; Create and implement ways to monitor firm effectiveness and output; Identify methods for improvement and procedures for handling defective or inferior goods.

**LOGISTICS & DISTRIBUTION.** Handle the technical details for delivering products or services to the customer including transportation, inventory management, warehousing and distribution, and compliance with government regulations; May work with technology, robots, or other computer-aided devices.

**INVENTORY & PROCUREMENT.** Manage receiving, storage, and shipping of goods, including raw materials and finished products; Ensure work activities result in accurate order entry, efficient shipment tracking, and timely delivery of goods to customer while minimizing costs. May identify new sources of raw materials, technology, or other supplies. Perform risk management and sustainability work as well as remanufacturing.

## EMPLOYMENT SKILLS NEEDED

### AS CITED BY TOP AREA RECRUITERS

- Ability to work under pressure with a sense of urgency
- Attention to detail and ability to deliver results on a deadline
- Forecasting, planning, adaptability, and innovation
- Possess strong interpersonal skills and ability to communicate with others from diverse backgrounds
- Proficiency in Excel - can create formulas, analyze data, and present findings

YOU MIGHT ENJOY OPERATIONS & SUPPLY CHAIN MANAGEMENT IF INEFFICIENCY DRIVES YOU CRAZY; YOU THINK ON YOUR FEET; YOU MAP OUT EVERY STEP OF YOUR TO-DO LIST; YOU'RE LOGICAL; YOU'RE KNOWN FOR YOUR ATTENTION TO DETAIL; YOU OFTEN THINK THERE MUST BE A BETTER WAY



## JOB TRENDS 2016 GRADS

- Job growth in the South and Southeast
- \$81,560 Average Salary for Charlotte Metro area
- Advancement and salary increases with college degree and certifications
- Among the 20 college majors with the highest starting salaries in 2016 (13th)
- \$104,876 average supply chain manager's salary for Charlotte area (higher than national average \$96,131)
- Gender gap in average wages in southeast is \$18,663
- Women have higher average salary up to age 30, then men pull ahead
- Many jobs are located in the South and may limit relocation potential

Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook. \*National Association of Colleges and Employers, Salary Survey. †Council of Supply Chain Management Professionals, careersinsupplychain.org. ‡Salary.com (regional data). Forbes.com. Glassdoor Salaries.

**TIP: OSCM MAJORS SHOULD GAIN ENTRY-LEVEL WORK EXPERIENCE BEFORE PURSUING ADVANCED DEGREES**

## WHO HIRES OPERATIONS MAJORS?

## SALARY POTENTIAL

**STARTING SALARY FOR OSCM MAJORS**  
\$55,246  
\*NATIONAL AVERAGE ( WINTER 2016)

**GENERAL AND OPERATIONS MANAGERS:** NC Median: \$107,320; NC Entry Level: \$63,540; Projected growth for operations and general managers is 15% from 2012-2022

**LOGISTICS ANALYSTS:** NC Median: \$70,270; NC Entry Level: \$48,490; Projected growth for logistics analysts is 24% from 2012-2022

**PURCHASING MANAGERS:** NC Median: \$104,830; NC Entry Level: \$75,610; Projected growth for purchasing managers is 3% from 2012-2022

**STORAGE AND DISTRIBUTION MANAGERS:** NC Median: \$89,810; NC Entry Level: \$62,030; Projected growth for storage and distribution managers is 7% from 2012-2022

**SUPPLY CHAIN MANAGERS:** NC Median: \$111,820; NC Entry Level: \$75,050; Projected growth for supply chain managers is 15% from 2012-2022

Source: NC Works, 2016

## GET INVOLVED PROFESSIONAL & STUDENT ORGANIZATIONS

- American Production and Inventory Control Society (APICS)
- Council of Supply Chain Management Professionals (CSCMP)
- Institute of Supply Management (ISM)
- Supply Chain Council (SCC)
- American Society for Transportation and Logistics (ASTL)
- Warehousing Education and Research Council (WERC)
- Production and Operations Managements Society (POMS)

COMPANIES THAT RECRUIT THIS MAJOR FOR FULL TIME JOBS OR INTERNSHIPS AT UNC CHARLOTTE:



## GET CERTIFIED

**STAND OUT FROM THE COMPETITION.** Professional certifications can help you compete with your peers and train you in technical areas like TQM (Total Quality Management), Six Sigma, Theory of Constraints, and Lean Manufacturing.

## CERTIFICATIONS

Below are some common certifications for professionals in Operations & Supply Chain:

- Certified Supply Chain Professional (CSCP)
- Certified in Production and Inventory Management (CPIM)
- Certified Professional in Supply Chain Management (CPSM)
- SCOR Professional (SCOR/P)

[cscmp.org](http://cscmp.org)