



Supervisor, Client Solutions - 1 position	Posting #: 54974
HMMS	Posting Date: May 10, 2025
Healthcare Materials Management - London, ON	Submission Deadline: May 16, 2025
Full Time	Andrew Harriman-Duke, Human Resources
Non-Union	Salary Range: \$41.20 - \$48.49 /hour

HMMS is a joint venture between St. Joseph's Health Care, London and London Health Sciences Centre, that has been operating since 1997 providing consolidated functions of Sourcing, Contract Management, Purchasing, Accounts Payable, Logistics, Supply Chain Systems and Inventory Management for the London Hospitals and numerous healthcare organizations throughout Southwestern Ontario.

As a full-service supply chain organization, HMMS interacts with thousands of suppliers to provide an item catalogue of over 90,000 active items; notably ~5,000 that are stocked in our warehouse.

Learn more about HMMS through this short online video. <https://www.youtube.com/watch?app=desktop&v=uhi8PSwKTOI>

Reporting to the Director, Systems & Client Relations, this position's key roles are operational performance and team leadership. The Supervisor position provides direction to staff to ensure the workload is appropriately balanced, operational goals are met and quality expectations are achieved. This involves the coordination of necessary training, access to the appropriate tools, proper orientation on departmental Standard Operating Procedures and performance and attendance management feedback. This role creates an environment for the team to reach the departmental and organizational goals; proactively makes recommendations to achieve desired outcomes; where appropriate, reallocates resources to meet the needs of those we serve; and present stakeholders with options that make efficient and effective use of resources.

This position is responsible for assuring team performance is maximized as it pertains to organizational expectations; performance is monitored through a number of Key Performance Indicators related to servicing our stakeholders.

This role will oversee appropriate and timely resolution of escalated concerns, and will facilitate meeting with customers, suppliers and internal teams as required.

In addition, the Supervisor will work with customer groups to identify service opportunities, resolve recurring pain points, and drive improvements in client solutions. This includes leading or participating in continuous improvement initiatives, analyzing trends and feedback to propose enhancements, and partnering with internal teams to implement solutions that align with client needs and organizational priorities. The successful candidate will act as a key liaison between the service team and customers, ensuring transparency, responsiveness, and a commitment to service excellence.

Essential Qualifications

- Community College Diploma in Business related discipline.
- 3 Years demonstrated experience in either customer service or business support services in either a technical or functional environment.
- Advanced interpersonal skills and the ability to lead with conflict resolution
- Ability to coach/mentor and facilitate teams and individuals at all levels of the organization
- Project evaluation skills using both qualitative and quantitative methods
- Proven organizational skills and ability to manage multiple projects and constantly adjusting priorities
- Independent, self-directed, motivated, hardworking individual, with a positive attitude Critical & proactive thinker, Experience in analytical & problem-solving skills, inclusive approach to daily workload
- Excellent computer skills including demonstrated advanced knowledge of Excel

- Excellent presentation skills, with working knowledge in public speaking and facilitating meetings
- Proven superior organizational & time management skills
- Demonstrated excellence in written and verbal communication skills and team building Customer Service skills with the ability to listen, and provide feedback to find a resolution Demonstrated self-awareness and an understanding of personal strengths and weaknesses in pursuit of continuous improvement

Preferred Qualifications

- Project related experience an asset.
- Leadership experience preferred
- Demonstrated experience in application of change management strategies preferred.
- Advanced project risk management skills preferred.
- Proficiency in French would be an asset

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*