

TABLE 1.1: Careers in Operations and Supply Chain Management⁶

JOB TITLE	RESPONSIBILITIES
Chief Operating Officer (COO)	A top-level executive of a company. Responsible for the entire company’s operations and makes sure that the company is profitable.
Operations or Supply Chain Manager	Supervises and manages the work environment, vendor selection process, supply chains, real estate, and budgets.
Materials Manager	Supervises and manages product storage through all phases from production to finished goods, shipping between departments, transportation to distribution centers, warehouses, and customers. Ensures that the company has the right goods and services at the right time, at the right place, and for the right price. Responsibilities for service firms include ordering, receiving, storing, and distributing any resources required to perform the service. Other titles for this job are traffic manager, warehouse manager, and logistics manager.
Purchasing Manager	Supervises and manages the purchase of goods and services, including raw materials and supplies required by the firm for its operation. Responsibilities include coordinating the quantity, quality, price, and timing of the delivery of appropriate materials for the firm’s needs. Other related jobs in this area are expediter, buyer, and purchasing agent.
Industrial Production Manager	Supervises and manages the activities of production of goods. Responsibilities include production scheduling, staffing, quality control, equipment operation and maintenance, inventory control, and interfacing and coordinating the production activities with those of other departments. Other related jobs in this area are line supervisor, manufacturing manager, and production planner.
Operations Research Analyst	Ensures that resources of the firm such as time, money, people, space, and raw materials are allocated most efficiently. Analysts also select from competing research projects and choose those that perform best in terms of time, results, and cost, given the constraints of resource availability.
Quality Assurance Manager	Responsible for the elimination of product defects through prevention, detection, and correction to ensure preestablished quality standards are met. The quality assurance manager is an integral part of a firm’s total quality management strategic initiatives.
Facilities Coordinator	Responsible for designing the physical environment of a company, such as building design, furniture, and related equipment.
Logistics Manager	Responsible for the accurate and efficient transportation and storage of goods and materials both for the outbound and inbound areas of the supply chain.
Warehouse Operations Manager	Responsible for the efficient and cost-effective operation of commercial or industrial distribution centers or warehousing facilities. Manages inbound activities related to the receipt and storage of goods, inventory management, and claims. Oversees the outbound activities related to filling orders, replenishing stock, and shipping. Responsible for budgeting, customer service, facility and equipment operations. Administers overall inventory management, productivity, accuracy, and loss prevention programs to ensure that customer requirements are met. Related positions are director of logistics, distribution supervisor, distribution center manager, warehouse manager, warehouse and delivery manager, and director of warehouse operations.