



# QUEEN CITY CAREER GUIDE

## OPERATIONS & SUPPLY CHAIN MANAGEMENT

### 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 re-manufacturing.

### PREPARING FOR YOUR CAREER...

#### AS CITED BY TOP AREA RECRUITERS, YOU WILL NEED:

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

### HOW TO GET HIRED

Get certified. Professional certifications can help you compete and train you in technical areas like TQM (Total Quality Management), Six Sigma, Theory of Constraints, & Lean Manufacturing.

- Here are some certifications:
- Certified Supply Chain Professional (CSCP)
  - Certified in Production & Inventory Management (CPIM)
  - Certified Professional in Supply Chain Management (CPSM)
  - SCOR Professional (SCOR/P) [cscmp.org](http://cscmp.org)

*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*

### RIGHT NOW IN OPERATIONS

THE LARGEST AMOUNT OF JOB GROWTH IN THE US IS IN THE SOUTH AND SOUTHEAST. MOST OF THE JOBS ARE ALSO LOCATED IN THE SOUTHEAST.

TRENDS IN OPERATIONS & SUPPLY CHAIN MANAGEMENT ARE A CONTINUED FOCUS ON TECHNOLOGY AND THE OPPORTUNITY TO CAPITALIZE ON GREEN INITIATIVES THROUGH THE SUPPLY CHAIN.

THE COVID-19 PANDEMIC RAISED AWARENESS OF THE IMPORTANCE OF AN EFFECTIVE SUPPLY CHAIN.

## QUICK FACTS FOR SUPPLY CHAIN MANAGERS:

**FIELD GROWTH:**  
+10% IN NORTH CAROLINA  
+8% NATIONALLY

**NC SALARY RANGE: \$60,840- \$161,510**

**MEDIAN NATIONAL INCOME: \$98,230**

SOURCE: ONETONLINE.ORG

## WHO HIRES UNC CHARLOTTE OPERATIONS MAJORS?

amazon

J.B. HUNT

IR Ingersoll Rand.

Rehrig Pacific Company  
SINCE 1912

bestco

SIEMENS

TQL  
TOTAL QUALITY LOGISTICS

CABTEQ  
SOLUTIONS

Collins  
Aerospace

XPO  
Logistics

R|V

Bank of America.

rexroth  
A Bosch Company

FedEx

Schneider  
Electric



MAERSK



Internships make candidates more competitive in the job market, and many employers hire entry level positions from their internship programs. More information can be found at [belkcollege.charlotte.edu/internships](http://belkcollege.charlotte.edu/internships)

## UNC CHARLOTTE GRADS



93% of 2021 Charlotte Operations & Supply Chain graduates were employed full time. Their average salary was \$56,850.

\*with a 79.22% knowledge rate. (First Destination Survey Data)



**GET INVOLVED!**  
STUDENT ORGANIZATIONS &  
PROFESSIONAL ORGANIZATIONS

### STUDENT CHAPTERS

ASSOCIATION OF INFORMATION SYSTEMS (AIS)

ASSOCIATION OF SUPPLY CHAIN MANAGEMENT (ASCM)

SPORTS ANALYTICS CLUB

### PROFESSIONAL ORGANIZATIONS

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)

## SAMPLE JOB TITLES IN THIS FIELD

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