



**BELK COLLEGE
OF BUSINESS**
NIBLOCK STUDENT CENTER

QUEEN CITY CAREER GUIDE

OPERATIONS & SUPPLY CHAIN MANAGEMENT

WHAT IS OPERATIONS & SUPPLY CHAIN MANAGEMENT?

PLANNING, COORDINATION, AND CONTINUOUS IMPROVEMENT OF THE PROCESSES THAT CREATE AND DELIVER GOODS AND SERVICES

Professionals manage the flow of materials, information, and products from suppliers to customers while balancing cost, quality, efficiency, and customer satisfaction. Although often associated with manufacturing, operations and supply chain management is equally important in service industries such as healthcare, banking, retail, hospitality, and technology.

OPERATIONS & SUPPLY CHAIN INDUSTRIES

PLANNING & OPERATIONS. Plan the people, materials, capacity, and processes needed to deliver products and services efficiently. Forecast demand, schedule production or service delivery, manage inventory, and continuously improve operations to meet customer needs.

QUALITY & CONTINUOUS IMPROVEMENT. Monitor and improve quality by measuring performance against standards, identifying process improvements, and reducing waste. Use data to improve efficiency, customer satisfaction, and operational performance.

LOGISTICS & DISTRIBUTION. Coordinate the movement of goods from suppliers to customers through transportation, warehousing, inventory management, and distribution. Technology, automation, and data analytics play an increasingly important role in optimizing supply chains.

PROCUREMENT & SUPPLY MANAGEMENT. Source materials and services, manage supplier relationships, negotiate contracts, and ensure the timely delivery of goods while balancing cost, quality, risk, and sustainability across the supply chain.

PREPARING FOR YOUR CAREER...

AS CITED BY TOP AREA RECRUITERS, YOU WILL NEED:

- The ability to prioritize and perform effectively in a fast-paced environment
- Attention to detail and the ability to deliver results on deadlines
- Strong analytical, planning, and problem-solving skills
- Strong interpersonal and communication skills with diverse stakeholders
- Proficiency in Excel to analyze data, build models, and communicate findings

HOW TO GET HIRED

Earn an industry-recognized certification. Certifications demonstrate technical knowledge and a commitment to continuous learning. Employers also value familiarity with Lean, Six Sigma, quality improvement, and supply chain analytics.

Examples:

- CSCP
- CPIM
- CPSM
- Lean Six Sigma Green Belt
- SCPro™

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

DEMAND FOR SUPPLY CHAIN PROFESSIONALS REMAINS STRONG AS ORGANIZATIONS CONTINUE TO INVEST IN RESILIENT, TECHNOLOGY-ENABLED SUPPLY CHAINS.

ARTIFICIAL INTELLIGENCE, AUTOMATION, DIGITAL SUPPLY CHAINS, AND DATA ANALYTICS ARE TRANSFORMING HOW ORGANIZATIONS FORECAST DEMAND, MANAGE INVENTORY, AND IMPROVE OPERATIONAL EFFICIENCY.

THE SOUTHEAST REMAINS A MAJOR HUB FOR MANUFACTURING, DISTRIBUTION, AND LOGISTICS, CREATING STRONG CAREER OPPORTUNITIES IN OPERATIONS AND SUPPLY CHAIN MANAGEMENT.

QUICK FACTS FOR TRANSPORTATION, STORAGE & DISTRIBUTION MANAGERS:

FIELD GROWTH:
+6% NATIONALLY
BRIGHT OUTLOOK IN NORTH CAROLINA

NC SALARY RANGE: \$66,000- \$192,000
MEDIAN NATIONAL INCOME: \$107,000
**THIS DATA REFLECTS ALL WORKERS AND LONG-TERM
EARNING POTENTIAL.**

Supply chain professionals are needed across
industries to manage resources, suppliers, and
customer delivery.

SOURCE: US BUREAU OF LABOR STATISTICS, OCCUPATIONAL OUTLOOK HANDBOOK

WHO HIRES UNC CHARLOTTE OPERATIONS MAJORS?

FASTENAL®

amazon

Coca-Cola
BOTTLING CO.
CONSOLIDATED

Foodbuy

TRANE®

**DUKE
ENERGY®**

LOWE'S®

**WELLS
FARGO**

**Advance
Auto Parts**

Bank of America.

TQL
TOTAL QUALITY LOGISTICS

**XPO
Logistics**

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

UNC CHARLOTTE GRADS



95% of Charlotte Operations Alumni 1-5
years out work in a field related to their
program of study, with a median income
of \$73,700. Their job titles include
Supply Chain Associate, Area Manager,
Transportation Planner, Operations
Manager, and more. *Lightcast Data, 2021-2026



GET INVOLVED! STUDENT ORGANIZATIONS & PROFESSIONAL ORGANIZATIONS

STUDENT CHAPTERS

ASSOCIATION OF INFORMATION SYSTEMS (AIS)

FORTY-NINER SUPPLY CHAIN ASSOCIATION

CHARLOTTE SPORTS ANALYTICS CLUB

PROFESSIONAL ORGANIZATIONS

COUNCIL OF SUPPLY CHAIN MANAGEMENT PROFESSIONALS (CSCMP)

INSTITUTE OF SUPPLY MANAGEMENT (ISM)

ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT (ASCM)

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 ANALYST • LOGISTICS ANALYST
PURCHASING MANAGER • MATERIALS MANAGER • PROJECT MANAGER
MASTER PLANNER/SCHEDULER • DEMAND PLANNER
DISTRIBUTION MANAGER • GLOBAL LOGISTICS SPECIALIST
QUALITY MANAGER • INVENTORY SPECIALIST • PROCESS ANALYST
PROCUREMENT ANALYST • SUPPLIER RELATIONSHIP MANAGER