

## Logistics & Transportation

**Background Information:** Institut Pasteur du Cambodge (IPC) is a Cambodian non-for-profit research institution established in 1953, IPC is today a scientific research establishment declared of public utility placed under the high patronage of the Ministry of Health of the Kingdom of Cambodia and under the responsibility of the Institute Pasteur on the scientific and technical levels. IPC is a member of the Pasteur Network, which brings together 33 institutes present on five continents. It shares the Pasteurian values and the ethical charter to which the Pasteur Institutes are bound. IPC has more than 250 employees, including about 30 expatriates of 10 nationalities and includes 5 research units. It carries out research activities in health biology, public health and service activities (Medical Biology Laboratory, vaccinations and water and food analyses) and training.

**Job Family:** Administration & Support

**Sub-Job Family:** Logistics & Transportation

**Overview:** The purpose of this sub-job family is to focus on the planning, coordination and provision of effective and efficient logistics, supply chain and warehousing services to facilitate timely product distribution to end user locations in line with service level agreements, ensuring adherence to quality & HSE standards and IPC's policies and procedures.

The roles operate within a framework of well-defined logistics procedures. The differentiation among professionals is based on the complexity of tasks, supervisory responsibilities, and the specific skills and experience required for their roles. At higher levels within the job family, professionals bring advanced technical expertise and critical thinking to the forefront of our research institute.

Level	Profiles	Purpose
1	<b>Transport Driver</b>	Jobholders at this level will support and facilitate essential logistics operations. This role involves a combination of driving responsibilities to transport personnel, goods and materials and basic-level administrative support to assist senior staff in maintaining smooth logistical processes.
2	<b>Logistics Officer</b>	Jobholders at this level ensure efficient and accurate management of inventory within the warehouse. This role is responsible for receiving and processing service requests, verifying stock availability, and organizing items for delivery to facilitate timely and seamless transactions of goods and materials.
3	<b>Logistics Supervisor</b>	Jobholders at this level lead the operational aspects of the logistics function and take on a supervisory role, overseeing and guiding the activities of the Logistics team. The key focus is on ensuring the effective realization of departmental objectives while ensuring the efficient delivery of high-quality logistics services to IPC. This role involves operational oversight and a commitment to driving efficiency within the logistics function to achieve organizational goals effectively.

### Level 3: Logistics Supervisor

#### Job Purpose:

Jobholders at this level lead the operational aspects of the logistics function and take on a supervisory role, overseeing and guiding the activities of the Logistics team. The key focus is on ensuring the effective realization of departmental objectives while ensuring the efficient delivery of high-quality logistics services to IPC. This role involves operational oversight and a commitment to driving efficiency within the logistics function to achieve organizational goals effectively.

#### Accountabilities:

Description	Key Result Areas
1. Oversee inventory control processes, including stock replenishment and inventory reconciliation, to maintain accurate stock levels and minimize stockouts or overstock situations.	<ul style="list-style-type: none"> <li>Timely and prompt inventory management</li> </ul>
2. Lead the effective planning/scheduling of the assigned operations to ensure timely execution of orders.	<ul style="list-style-type: none"> <li>Timely achievement of orders</li> <li>Feedback from customers on quality of service provided</li> </ul>
3. Liaise regularly with internal stakeholders across IPC to understand their logistics requirements, address inquiries and resolve complaints (if any)	<ul style="list-style-type: none"> <li>Prompt resolution of inquiries and complaints</li> </ul>
4. Provide guidance in troubleshooting and investigating logistics problems/customer queries and recommend solutions to solve or mitigate problems and achieve customer satisfaction. Investigate incidents in order to identify root causes and recommend preventive/corrective action	<ul style="list-style-type: none"> <li>Timely resolution of issues</li> <li>Customer satisfaction levels</li> <li>Feedback from management on quality of service/advice provided</li> </ul>
5. Ensure compliance with regulatory requirements, industry standards, and company policies related to warehouse management, transportation, and safety.	<ul style="list-style-type: none"> <li>Compliance with regulations</li> </ul>
6. Implement safety protocols and emergency response procedures to protect personnel, assets, and the environment.	<ul style="list-style-type: none"> <li>Establishment and maintenance of safe working environment.</li> </ul>

#### Qualifications & Experience:

- Bachelor's degree in Logistics or related discipline
- 3 – 5 years relevant experience, in a similar environment at a supervisory level

**Technical Competencies:**

- Sound understanding of Logistics systems and procedures.
- Well-developed professional Logistics knowledge and expertise in own area
- Excellent understanding of supply chain systems, procedures and standards related to sensitive biological materials.
- Thorough knowledge of relevant local import, export, clearance, transportation and warehousing laws and regulations
- Thorough knowledge of procurement, shipping, clearance, transportation and warehousing methods and procedures

**Behavioural Competencies:**

- Stakeholder Management & Networking: Collaborates effectively with internal departments to optimize cross-functional logistics processes and ensure alignment with organizational goals. Additionally, builds and maintains strong relationships with external partners, including suppliers, carriers, and regulatory agencies, to facilitate smooth coordination of logistics activities and enhance supply chain efficiency.
- Multi-tasking Skills: Effectively manages multiple development projects in collaboration with internal departments, overseeing the implementation of initiatives to enhance operational capabilities and meet evolving research demands.

**Representative Jobs:**

- Deputy Warehouse Supervisor
- Warehouse Supervisor