

FORM TEMPLATE

Department	Operations	ACQS-003_Att-05	Version 01
Title	Operations Analyst	Effective from: September 2021	
Author (Department Head)	<i>Operations Director</i>	Signature	Date
Checked/approved	<i>Chief Financial Officer</i>	Signature	Date

Job description

Job description:	Operations Analyst
Objective:	The Operations Analyst is responsible for supply continuity in the market, collaborating with the third-party logistics provider and trading partners to provide timely operational support.
Department:	Operations
Manager:	Operations Director
Reports to:	Operations Director
Substitution:	Operations Director
Responsibilities:	<p>The tasks and responsibilities include:</p> <p>Supply Chain</p> <ul style="list-style-type: none"> Responsible for inventory management at third party logistics facility (3PL) and with in market customers. Ensure on time and in full deliveries to customers Organise international shipments by preparing documents for customs, coordinating with freight forwarder for quotes and order preparation at 3PL Review wholesaler stock level and aged inventory to transfer across distribution centers Support supply chain related projects and initiatives with the aim of driving internal and external customer satisfaction. Managing product packaging customizations and product cost benefit analysis as required Manage products on GS1 Portal. Coordinate with GS1 for UPC changes, and new products introductions Generate monthly allocation file to reduce impact of inventory shortages <p>Third Party Logistics (3PL)</p> <ul style="list-style-type: none"> Monitor Customer Service e-mail box and action where required Manage expired returns to warehouse and review credit issuances based on contracts, provincial pricing, or inadequate inventory practices Review backorder report and provide disposition Responsible for system data management with 3PL and customers including customer contact information, product portfolio, pricing reviews and supply levels. <p>Trade Relations Management</p> <ul style="list-style-type: none"> Responsible for trade relations with customers to ensure best performance on deliverables Manage Business Review with key wholesalers to address purchasing patterns, supply issues, product returns and performance.

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	<ul style="list-style-type: none"> • Ensure all suppliers are complying with Aspen’s 3PL requirements • Handle customer inquiries about order status, changes and cancellations • Share important communications to trading partners regarding supply constraints, process changes, 3PL schedules and other relevant periodic updates from supply chain. • Review all non compliances from wholesalers for accuracy and investigations where applicable <p><u>Accounting</u></p> <ul style="list-style-type: none"> • Review all deductions and validate coding on all invoices from trading partners • Track out of stock and product substitution claims for validity. Request repayments when required. • Coordinate Invoice review and approvals from transport company, 3PL, GS1 Canada and third-party returns. • Maintain LSP invoice tracker and monitor against budget on monthly basis <p><u>Projects</u></p> <ul style="list-style-type: none"> • Standardisation of case and pack UPC barcode implementation across all manufacturers • Project Enhanced Data Integrity for Patient Safety – coordinate with GS1 and trading partners for image capturing • Support on presentations and data analyses – gather monthly trends, wholesaler relations and activities, returns and ongoing projects for leadership team
Authority:	<p>The authority and resources required to fulfil the responsibilities of the Operations Analyst will be provided by management. This includes:</p> <ul style="list-style-type: none"> • Authority to approve or deny credits to customers for returns • Authority to reject customer order below minimum order amount \$300 • Authority to deny deductions from wholesalers that dont meet Aspen policy • Authority to approve orders and pricing to 3PL cutomers
Required qualifications:	<ul style="list-style-type: none"> • University degree or college diploma in business or Supply Chain & Operations. • At least 3 years’ experience within the pharmaceutical industry managing end to end planning of finished goods inventory including: inventory control and allocation of stock • Experience using SAP Material Management, Logistics and Master Data modules • Proficient in using MS Office Suite and Excel

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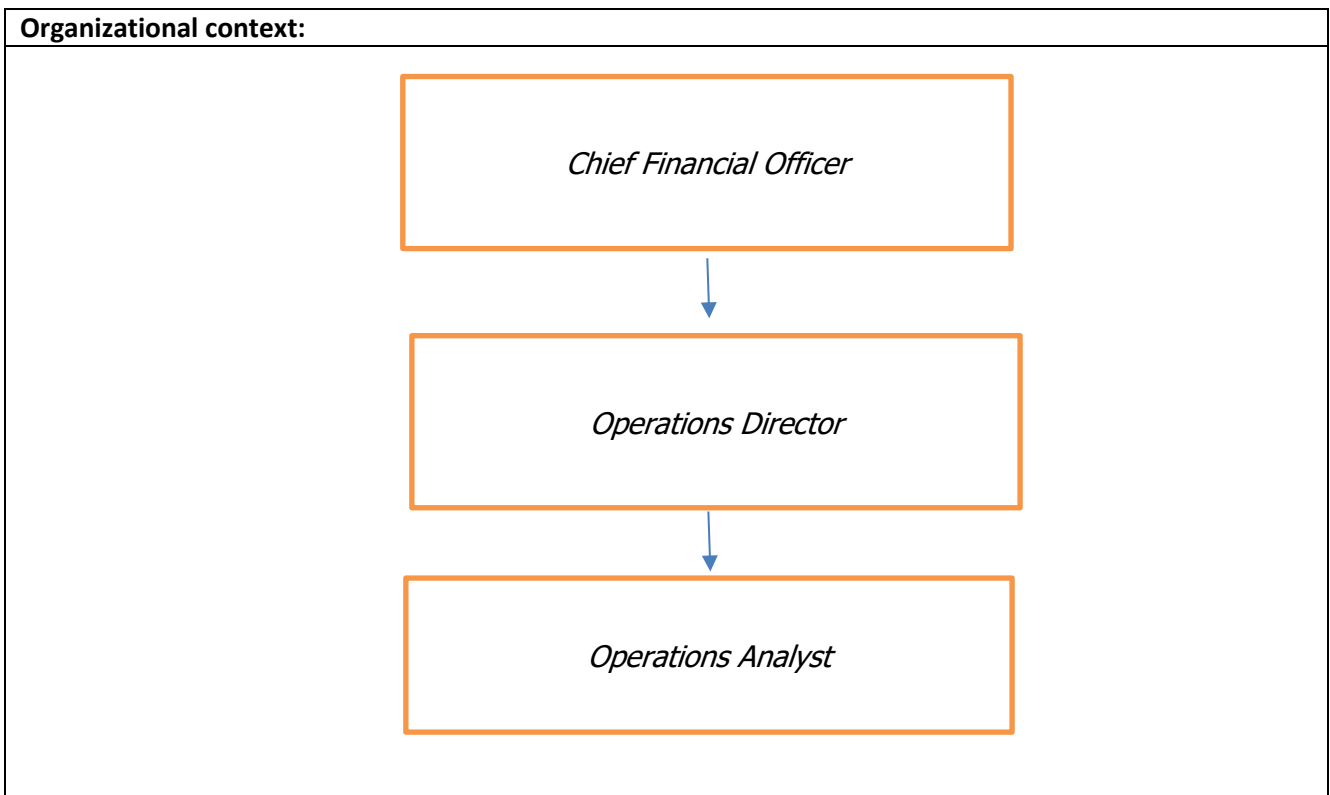
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<p>Required career experience:</p>	<ul style="list-style-type: none"> • Good understanding of pharmaceutical manufacturing, third-party logistics and customer service management • Familiar with financial transactions as they relate to inventory movements as well as rebates and sales & return of products • Prides self in building collaborative business partnerships with internal and external stakeholders
<p>Skills/ Required core competencies:</p>	<ul style="list-style-type: none"> • Detail oriented with strong analytical and problem-solving skills • Exceptional oral and written communication skills with the ability to clearly articulate issues and outcomes • Solid track record of demonstrating initiative and innovative approach when dealing with ambiguity • Thrives in a fast-paced environment having demonstrated flexibility and adaptability • Ability to self-manage workload and the motivation to grow with evolving job criteria and challenges. Work autonomously yet foster a strong sense of team with colleagues • Embodies a “can-do attitude” with a “roll-up-your-sleeves” approach • Process oriented with the ability to understand the bigger picture and how to ‘connect the dots’ <p><u>Aspen Competencies</u> The ideal candidate will demonstrate Aspen’s core business competencies.</p> <ul style="list-style-type: none"> • Performance Driven. Aspen’s success is dependent on its people and their ability to achieve results. This requires employees who have operate with a high level of energy, whilst remaining focused on the required outcomes. They have a ‘can do attitude’ and the courage to enter unknown territories. They set demanding targets and continually strive for high standards. In doing so these employees turn strategy into action and action into results • Create the Future. Successful Aspen employees challenge the convention and seek to find more productive and cost-efficient ways of doing things, continuously improving systems and processes to the benefit of Aspen. High standards are set and maintained by not aiming for the industry average and benchmark but having the courage to aim higher. Aspen employees identify opportunities, set clear objectives and work with colleagues to effectively communicate their ideas or plans to come alive. Through teamwork, they create a shared vision and motivate colleagues to make that vision a reality. They lead people beyond the boundaries of their jobs and inspire them to pursue results by creating an environment that motivates them to ask, ‘What else can I do?’ and ‘How can I do it better?’ • Foster Consumer and Customer Commitment. Ability to understand and anticipate the needs of customers to ensure high levels of satisfaction with people and products. Understand our products, markets and

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	<p>marketplace realities. Understand competitor differentiators so that strategies can be implemented to increase market share</p> <ul style="list-style-type: none"> Continuously Grow and Develop. Staying competitive means continually increasing knowledge, skills, and capabilities. Learn from mistakes and continually strive for excellence
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Start date with Aspen:			
Supersedes job description dated:			
	Jobholder	Line Manager	Executive Management
Date			
Name			
Signature			

The signature of the employee confirms the assumption of the position described herein and all associated responsibilities. The employee is clear about all of the responsibilities and explicitly understands them.