



The University of North Carolina Wilmington
PURCHASING MANAGER
COMPETENCY PROFILE

Description of Work: Positions in this banded class plan, develop, direct and oversee the purchasing activities, functions and programs and processes within a State agency, university, or institution. Work involves development and implementation of purchasing policies, internal operating policies, procedures and guidelines, administration of the procurement program in compliance with applicable Federal and State statutes and regulations, and establishment of policy and procedure for inventory and property management or other assigned services. Work may involve development and execution of difficult and/or complex procurement contracts. Work may involve the oversight of warehousing, receiving, surplus functions, and other auxiliary functions. Work is accomplished within the limitations of authority specified by statute and by the North Carolina Division of Purchase and Contract policy and procedure to provide the development of financially sound, procurement programs and services.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
Responsible for directing and coordinating purchasing and related functions and serves as a Manager or Assistant Director in a larger operational unit. A substantial knowledge of the organization, its mission and its relationship with clients and constituents is required. Integral knowledge of purchasing theories, best practices, emerging trends, methodologies and their applications to Purchasing function. Establish and administer policy and procedures and supervise and direct the work of others.	Positions at this level serve as an Assistant Director or may serve as Director in a larger operation of some scope and complexity (i.e., complex service contracts, advanced material usage analysis and requisitioned items and fund allocations). This level requires a more strategic focus and involves less day-to-day operations of the purchasing function. Follows market conditions, price trends, or markets in order to conduct the more complicated or crucial acquisitions. May develop, review and negotiate contracts for complex matters. Stays current and abreast of any changes to laws and regulations. Researches and analyzes data to identify market trends and ascertain buying habits to maximize	Position serves as a Director in an operation of considerable scope and complexity, and variety of related functions. May have management oversight of warehousing, receiving, surplus functions, and other auxiliary functions. Follows market conditions, price trends, or markets to conduct the more complicated or crucial acquisitions.

	<p>efficiencies. May serve as a Duty Officer and work with customs broker, requiring an understanding of applicable U.S. Customs policies, practices, laws and regulations.</p>	
Competency	Definition	
Professional Knowledge	<p>Possession of professional skill and/or knowledge of purchasing laws, policies, regulations, practices and agency/university policies and procedures. Knowledge of accounting principles and methods in relation to purchasing. Knowledge of applicable sources, prices, market factor and product characteristics of commodities/contracts. Knowledge of business practices and automated, integrated systems.</p>	
Planning and Organizing Work	<p>Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.</p>	
Financial and Business Accountability	<p>Knowledge of appropriate business practices and procedures. Ability to allocate resources, plan procurement and oversee budgets and contracts to ensure fiscal stability of the organization.</p>	
Human Resource Management	<p>Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.</p>	
Leadership/Communication	<p>Skill and ability in coordinating, facilitating, and participating in a collaborative approach to the completion of tasks or assignments. Develops and maintains strong relationships with departmental personnel, vendors and other customers/clients. Establishes and maintains effective working relationships with associates, officials and vendors.</p>	

Competency	Contributing	Journey	Advanced
<p>Professional Knowledge</p>	<ol style="list-style-type: none"> 1. Possess a thorough knowledge of state and federal purchasing rules and regulations governing the area of work. 2. Possess a thorough knowledge of applicable sources, prices, market factor and product characteristics of commodities/contracts. Possess a thorough knowledge of applicable accounting systems. 3. Participates in the selection and adaptation of information technology and internal controls to meet work needs. 4. Possess a thorough knowledge of the organization, its mission, its relationship with clients and constituents. 5. NA 	<ol style="list-style-type: none"> 1. Possess an extensive knowledge of state and federal purchasing rules and regulations governing the area of work. 2. Possess an extensive knowledge of applicable sources, prices, market factor and product characteristics of commodities/contracts. Has extensive knowledge of applicable accounting systems. 3. Determines applicable information technology and internal controls to meet work needs. 4. Possess a substantial knowledge of the organization, its mission, its relationship with clients and constituents. 5. May require an understanding of applicable U.S. Customs policies, practices, laws and regulations. 	<ol style="list-style-type: none"> 1. Develops longer term, leading practice approaches to managing purchasing activities. Defines and understands state, national and/or global supply landscape; understands cost drivers, and shares data. 2. Commands a deep understanding and knowledge base of external commodity markets and potential market impacts and other effects to maximize cost opportunities. 3. Subject matter expert and champion's applicable information technology and internal controls to meet work needs. 4. Possess an expert knowledge of the organization, its mission, its relationship with clients and constituents. 5. Possesses an understanding of applicable U.S. Customs policies, practices, laws and regulations.

Competency	Contributing	Journey	Advanced
<p>Planning and Organizing Work</p>	<p>1. Utilizes organizational skills to develop work plans and accomplish established goals and outcomes. Supervises the completion of assigned projects/programs according to plans.</p> <p>2. Effectively leads and manages work activities and applies knowledge and expertise to achieve operational goals.</p> <p>3. Participates in the preparation, management and facilitation of site-visits and pre-bid conferences in preparation of the quote, bid and proposal process; ensuring all vendors receive the best and most current information before submitting a response.</p>	<p>1. Develops, organizes and manages plans and complex projects. Manages change as required to complete work in a dynamic environment.</p> <p>2. Effectively directs operations in order to achieve goals. Participates in organization-wide planning and development activities as assigned.</p> <p>3. Prepares, manages and facilitates site-visits and pre-bid conferences in preparation of the quote, bid and proposal processes; ensuring all vendors receive the best and most current information before submitting a response.</p>	<p>1. Continually seeks innovative approaches through a variety of strategies to streamline work processes and operations.</p> <p>2. Advises senior management to achieve organizational goals.</p> <p>3. Expert ability to prepare, manage and facilitate site-visits and pre-bid conferences in preparation of the quote, bid and proposal processes; ensures all vendors receive the best and most current information before submitting a response.</p>
Competency	Contributing	Journey	Advanced
<p>Financial and Business Accountability</p>	<p>1. Sets goals for section with minimal input from senior management.</p> <p>2. Participates in financial/budgetary and administrative criteria for program funding and control.</p> <p>3. Participates in the research and analysis of data to identify market trends and buying habits</p>	<p>1. Develops key business performance measures and creates systems to track and communicate progress.</p> <p>2. Establishes financial/budgetary and administrative criteria for program funding and control.</p> <p>3. Researches and analyzes data to identify market trends</p>	<p>1. Identifies long-term goals and objectives and determines the best approach for achieving those goals and objectives.</p> <p>2. Identifies financial/budgetary principles. Responds to current business ethics and social responsibility issues.</p> <p>3. Work closely with other business functions, units and/or</p>

	to maximize efficiencies.	and buying habits to maximize efficiencies.	agencies, to identify and drive best value opportunities.
Competency	Contributing	Journey	Advanced
Human Resource Management	<ol style="list-style-type: none"> 1. Actively listens to others' concerns and provides constructive feedback to staff to facilitate their professional growth and development. 2. Recruits, selects, and takes steps to retain high performing employees. 3. Identifies employee learning opportunities to increase professional growth and skills development. 4. Identifies and addresses performance and/or interpersonal work-related concerns. 	<ol style="list-style-type: none"> 1. Facilitates subordinates professional growth and development in primary or multiple units. 2. Actively identifies applicants and takes steps to retain high performing employees. 3. Utilizes proactive leadership techniques to prevent performance and/or interpersonal work-related problems with employees. 4. Serves as a coach to staff by enabling self-sufficiency in employees to make decisions and take action. 	<ol style="list-style-type: none"> 1. Implements integrated talent management strategies and/or systems designed to increase workplace productivity by developing improved processes for attracting, developing, retaining and utilizing people with the required skills and aptitude to meet current and future business needs. 2. Identifies long-range succession plans and cultivates, whenever practical a supply of internal applicants to meet those future needs. Anticipates the future needs and assist in finding, assessing and developing the human capital necessary to the strategy of the department. 3. Fosters a work culture of beliefs, values and practices adopted to directly influence employee conduct and behavior. 4. Is a skilled conflict resolution practitioner; collaboratively resolves conflicts by managing reactions, perceptions and behaviors in order to resolve workplace conflicts.

Competency	Contributing	Journey	Advanced
Leadership/Communication	<p>1. Selects and effectively conveys technical information and concepts both verbally and in writing when working with staff, management, clients, vendors and the public.</p> <p>2. Maintains professional relationships with internal and external customers consistent with best practices and organizational strategic goals. Demonstrates professionalism when responding to or providing solutions to customers, co-workers and others.</p>	<p>1. Effectively leads and manages supervisors by originating, selecting and conveying comprehensive program concepts both verbally and in writing to achieve the desired outcome. Builds and maintains management awareness and support.</p> <p>2. Understands and implements professional relationships with internal and external customers consistent with best practices and organizational strategic goals. Takes initiative and action that will ensure customer satisfaction in all phases of operation. Identifies and resolves issues that may negatively impact customer service.</p>	<p>1. Determines direction by influencing groups and directs these groups toward a specific goal or mission. Creates a work environment that empowers employees to make decisions that affect their work.</p> <p>2. Develops organizational standards and best practices for professional relationships with internal and external customers. Monitors and ensures adherence to established standards. Identifies and resolves organization-wide customer service issues. Models and promotes positive customer relationships with internal and external customers.</p>