



OPPORTUNITY PROFILE

Director of Logistics

About Goodwill Industries of Alberta

Mission

Through the power of work, Goodwill provides individuals with disabilities or barriers to employment the opportunity to enhance their lives.

Vision

Goodwill will be recognized as a leader for the provision of employment opportunities for people with disabilities or barriers to employment through best practices in community and environmental stewardship.

Core Values

- We Care and It Shows.
- We are ONE Amazing Team.
- We get better and better every day.
- We make a positive impact.

Big Impact Goal

Through the Journey of Good, we will be #1 in all we do!

To learn more about Goodwill Industries of Alberta, visit www.goodwill.ab.ca

The Opportunity

Reporting into the Chief Operating Officer and leading a team of 2 direct reports and a total head count of a 130 people, the **Director of Logistics** will lead and optimize the logistics operations for Goodwill, ensuring that donations are efficiently received, processed, and distributed to our network of stores. This role requires a strategic leader with a solid understanding of supply chain management, warehouse operations, transportation logistics, and inventory optimization. The Director will collaborate with cross-functional teams, develop operational strategies, and implement systems that improve efficiency, reduce costs, and increase revenue to help deliver on Goodwill's mission.

This position leads efforts to establish and maintain a sustainable, efficient, and cost-effective warehousing and transportation system to ensure that donation flow meets stores' needs, costs are managed, and internal customers are supported.

Logistics at Goodwill includes the Impact Centres, transportation and standalone donation centres functions.

There is a strong preference for the candidate to be based in Edmonton with once-a-month travel to Calgary. Consideration will be given to Calgary-based candidates; however, travel to Edmonton will be much more frequent.

Key Roles & Responsibilities

Operational Leadership:

- Develop and execute a comprehensive Logistics strategy that aligns with company goals and supports the efficient handling and distribution of inventory across all retail locations.
- Implement best practices and processes across the GIA territory to enhance operational efficiency within Logistics, reduce costs and ensure all regions are aligned from a logistics operation perspective.
- Continuously assess and improve Logistics processes to increase productivity, reduce handling time, and improve service levels.
- Partner with Operations Directors to oversee inventory levels and manage donation flow to ensure adequate stock in stores to align with their capacity, supporting sales goals and minimizing excess donations.
- Optimize systems for donation sorting, storage, and distribution, ensuring consistent quality and operational effectiveness.
- Coordinate transportation and logistics for donation pickups, transfers, and store replenishment, ensuring reduced fuel costs, route efficiencies, and consistent deliveries.
- Identify and implement software solutions and technologies to enhance Logistics tracking, reporting, and performance analysis
- Uphold Goodwill's brand image to the highest standards, encouraging Managers to understand and protect brand integrity in all that they do.
- Accountable for the effective operational leadership of all standalone donation centres (ADCs) to ensure standards are maintained as product is received within the Goodwill system and efficiently moved to other locations.
- Accountable for maintenance and related activities for all logistics vehicles and equipment.
- Accountable for best practice management of warehouse functions to ensure safety throughout sites, partner with Property Services and Operations Directors as needed.
- Partner with Finance regarding any procurement activities.
- Uphold Goodwill sustainability metrics and follow our sustainability action plan

People Leadership

- Support a culture focused on mission, customer satisfaction, employee retention and growth.
- Facilitate the building of relationships between Managers and the Senior Leadership Team in order to utilize the resources available, as well as maintain communications for Goodwill to achieve its mission.
- Oversee implementation and maintenance of MHE training.
- Assist and support Managers with day-to-day challenges and issues, including but not limited to dealing with customers, staffing, revenue generation and process efficiencies.
- Partner with Operations Directors on warehousing operations, including layout optimization, equipment procurement, and safety compliance.

- Coach Managers on general team management and performance improvement scenarios and situations.
- Develop and implement, in partnership with People & Culture, a sound succession plan within Logistics.

Financial Leadership

- Prepare and manage the logistics budget, ensuring cost-effectiveness and alignment with financial targets.
- Track KPIs and generate reports on logistics performance, making data-driven recommendations for continuous improvement.

Cross-functional Leadership

- Develop strong working relationships with the Support Services departments to foster relationships that lead to increased awareness of expectations, requirements and challenges between all departments and that will support the success of the Region.
- Collaborate with Retail, Procurement, and Finance teams to understand demand forecasts, budget limitations, and inventory needs.
- Partner with the Directors on the execution of the Outlet Store located within the Impact Centres.
- Collaborate with People & Culture to ensure recruitment, retention, and development programs are in place and effective at all levels of Logistics.
- Ensure compliance with regulatory requirements for transportation, warehousing, and workplace safety.
- Support OH&S in the development and implementation of safety protocols and training programs for Impact Centre and Donation Centre team members.
- Work with the Mission Impact team to improve mission services within Logistics and ensure Goodwill's mission is supported.
- Constantly evaluate and assess the Risk Management plan for any and all risks that could impair and/or adversely affect the functionality, viability, sustainability and short/medium/long-term success of Goodwill.
- Ensure the implementation of proactive, results-oriented measures to mitigate the harm and impact of the identified risks.
- Develop a collaborative working relationship with Brand Integrity to enhance and protect the brand.
- Collaborate with the Director of Sustainability to achieve Goodwill sustainability KPIs within salvage, recycling, and waste disposal budgets.

May be assigned projects from time to time within the scope of the incumbent's skillset, development needs and Goodwill's needs and/or requirements.

The Person

Qualifications & Education Requirements

In addition to embracing and committing to working towards GIA's success relative to GIA's mission, it is expected that the Director will provide sound, effective and professional management and have the operational financial acumen to guide GIA as it grows over the next ten years and beyond.

Though GIA growth is a key direction, operational/financial stability and sustainability are key foundations and pillars of delivery for this position.

The Director must possess the following education, experience and personality attributes:

- Bachelor's degree in Logistics, Supply Chain Management, Business Administration, or a related field.
- A strong track record of logistics/supply chain experience, with at least 3 years in a leadership role.
- Proven experience in retail or thrift operations, with a strong understanding of inventory management and distribution networks.
- Experience in managing multi-unit operations.
- Proficiency in logistics software and systems (e.g., WMS, TMS).

Knowledge, Skills & Attributes

Communication Skills – Communicates clearly and respectfully across all levels – from frontline team members to executive leadership. Expresses thoughts in an organized and concise manner while ensuring clarity and understanding. Actively listens and collaborates with colleagues and external partners to foster positive working relationships. Builds strong cross-functional relationships with retail, mission, and sustainability teams.

Mission Driven – Embeds Goodwill's mission into daily operations – sees logistics as a lever for positive community impact. Can balance cost-effectiveness and efficiency with key Goodwill pillars – Mission, Impact and Sustainability.

Leadership Skills – Leads with empathy and purpose, ensuring that operational goals never overshadow people-centred values. Supports workforce development by creating inclusive, growth-oriented environments for the logistics team.

Professionalism and Integrity – Demonstrates a high level of professionalism and ethical integrity in all interactions. Maintains confidentiality and exercises sound judgment in handling sensitive information. Proactively seeks opportunities to improve processes and enhance efficiencies.

Analytical and Problem-Solving Skills – Possesses strong analytical skills and the ability to evaluate complex business and financial matters. Applies critical thinking to identify challenges, assess risks, and develop effective solutions. Demonstrates proactive problem-resolution skills and sound decision-making abilities. Navigates complexity with composure, especially during peak periods or unexpected disruptions. Balances short-term execution with long-term planning and continuous improvement.

Innovative Thinker – Seeks innovative ways to improve margins through smarter supply chain strategies. Comfortable exploring and leveraging new technology to better decision-making efforts.

Planning and Organizational Skills – Effectively manages multiple priorities, deadlines, and competing demands. Demonstrates strong attention to detail while ensuring the broader objectives are met. Adapts to changing priorities while maintaining efficiency and effectiveness.

Collaboration and Teamwork – Works well both independently and within a team environment. Builds strong relationships and fosters a cooperative, solution-oriented approach. Supports colleagues and contributes to a positive team culture.

Continuous Learning and Improvement – Displays a proactive and dedicated work ethic with a strong desire for ongoing learning and professional development. Stays informed of best practices and evolving industry standards. Seeks opportunities for self-improvement and process enhancements. Adapts quickly to evolving business needs & potential regulatory changes.

Compensation

A competitive compensation package, including an attractive base salary and excellent benefits, will be provided. Further details will be discussed in a personal interview.

Express Your Enthusiasm

Leaders International values diversity, equity, and inclusion in all aspects of our operations. Candidates are invited to contact us directly with any accommodation requests.

To apply, please email a cover letter and resume (PDF or Word document only – preferably in one document) to **Ardyce Kouri**, **Sonny Kapoor** or **Deepthi Koshy** at apply@leadersinternational.com, indicating the job title in the subject line.

Leaders International Executive Search

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