Business Processes Assignment

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## Business Practices

## DMIT 1006

## OA01

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Functional Area 1 (Human Resources)

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| **Position 1** | Recruiter |
| **Provide Three Roles for** Recruiter | |
| **Role 1** | “Full cycle, high volume recruitment including screening, interviewing, onboarding and administration of the applicant tracking system”. (indeed.com, 2021) |
| **Role 2** | “Managing and maintaining an accurate pipeline of candidates using an applicant tracking system, (SAP SuccessFactors), to support staffing requirements and ensure quality and compliance”. (indeed.com, 2021) |
| **Role 3** | “Assisting with the facilitation of multi-level job fairs to test and screen a high volume of candidates”. (indeed.com, 2021) |
| **HR Workforce and What industries employ HR workers in 2019 and 2018**  (DATAUSA, 2019)  (DATAUSA, n.d.) | |
| **Provide 3 Data Points from** Document 1 | |
| **Data Point 1** | In 2019, the number of workers in HR decreased by 1.77% compared to the previous year. |
| **Data Point 2** | The largest number of people works in the employment services and that shows recruitment is the main job of HR. |
| **Data Point 3** | In 2019, the number of employment services workers increased by 1.4% compared to 2018. 2019 is the only year that has exceeded 16% of 2019 since 2014. |
| **Key Performance Indicator for** Recruiter | |
| **How is this position measured?** | “**Recruiting Conversion Rate** measures the ratio of the total number of applicants, that are actually turned into hired employees at the end of the process”. (datapine.com, n.d.) |

**Continue with** Functional Area 1 **and research your second position:**

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| **Position 2** | HR Generalist |
| **Provide Three Roles for** HR Generalist | |
| **Role 1** | “Support supervisors and managers with human resource and employee relations matters; investigates and reports on allegations of workplace harassment, discrimination and violence; providing support, guidance, coaching and recommendations for problem resolution as needed to ensure compliance and consistency”. (indeed.com, 2021) |
| **Role 2** | “Assists with employee documentation; maintain information integrity and execute proper record keeping practices in HRIS and the filing system”. (indeed.com, 2021) |
| **Role 3** | “Work closely with warehouse, CDC management and the branch on recruiting needs; job postings, screening, arranging and conducting interviews, background checks, offer letters, etc”. (indeed.com, 2021) |
| **“HR Generalist gender over time”** (zippia.com, 2021)    (zippia.com, 2021)  **“Gender pay gap for HR generalist”** (zippia.com, 2021)    (zippia.com, 2021)  **“HR Generalist age breakdown”** (zippia.com, 2021)    (zippia.com, 2021) | |
| **Provide 3 Data Points from** Document 2 | |
| **Data Point 1** | In 2008, the proportion of male workers was about twice as high as that of women. However, since then, the proportion of female workers has steadily increased, and female workers proportion had been 3 times higher than male workers in 2018. |
| **Data Point 2** | The number of female workers is higher than men for HR generalist, but the average annual salary is about $2,300(CAD) lower than men. |
| **Data Point 3** | The proportion of HR generalists in their 30s is higher than those in their 20s, and the proportion of people in their 40s is higher than those in their 30s. |
| **Key Performance Indicator for** HR Generalist | |
| **How is this position measured?** | “**Trainings Costs** measure how much you have invested onboarding new hires and upgrading one’s education”. (datapine.com, n.d.) However, training costs should be allocated not only to new employees but also to enhance the capabilities of existing employees, too. |

**Continue with** Functional Area 1 **and research your third position:**

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| **Position 3** | HR Analyst |
| **Provide Three Roles for** HR Analyst | |
| **Role 1** | **HR Policies and Practices**   * “You will review, understand, and document local Co-op HR policies and practices, including relevant CBA provisions (if applicable) such as PTO plan(s), overtime/banked time, hours of work, meal breaks, leave types, employment-related deductions, hours of operation, shift premiums/salary payments, minimum call out, student worker shifts, and reporting lines/authority for time approvals”. (indeed.com, 2021) * “You will gather and/or validate other required information for upload into People Forward including performance reviews, licenses and certifications, sick and banked time balances, and salary payments/deductions”. (indeed.com, 2021) |
| **Role 2** | **Job Titling & Pay Scales**   * “You will review existing job titles and assign new titles to align with the CRS Job Catalogue. You will also review pay scales to understand how pay increases/increments are achieved, recommend adjustments, and assign appropriate pay scales to each individual within the local Co-op’s Employee Listing”. (indeed.com, 2021) |
| **Role 3** | **Documentation**   * “You will complete and validate required documentation and ensure all elements of the local Co-op’s configuration workbook and Employee Listing are completed by the deadline”. (indeed.com, 2021) |
| “HR Analyst statistics by race”  (zippia.com, 2021)  “HR Analyst wage gap by race”  (zippia.com, 2021)  “Average age of a HR Analyst”  (zippia.com, 2021) | |
| **Provide 3 Data Points from** Document 3 | |
| **Data Point 1** | The proportion of white HR alaysts is overwhelmingly high at 70.6%, and the proportion of American-Indian and Alaska native HR analysts is the lowest at 0.3%. |
| **Data Point 2** | Asian HR analysts have the highest average salary at $67,994(USD). This figure is about $5,000(USD) higher than black and African American. |
| **Data Point 3** | The average age group of white HR analysts is the highest at 45.5, and the average age group of Asian HR analysts is the lowest at 37. |
| **Key Performance Indicator for** HR Analyst | |
| **How is this position measured?** | **“Recruiting Conversion Rate** measures the ratio of the total number of applicants, that are actually turned into hired employees at the end of the process”. (datapine.com, n.d.) |

Functional Area 2 (Shipping-Receiving)

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| **Position 1** | Shipping / Receiving Coordinator |
| **Provide Three Roles for** Shipping / Receiving Coordinator | |
| **Role 1** | “Analyze, close and file completed purchase orders and assist in freight claims”. (indeed.com, 2021) |
| **Role 2** | “Schedule appointments, assign doors and verify Purchase Orders”. (indeed.com, 2021) |
| **Role 3** | “Ensure paperwork is accurate and all necessary documentation is obtained to verify receipt quantity to invoiced quantity”. (indeed.com, 2021) |
| **“Job Growth”**  (DATAUSA, n.d.)  **“Industries by share”**  (DATAUSA, n.d.) | |
| **Provide 3 Data Points from** Document 1 Title | |
| **Data Point 1** | In 2016-2018, the number of workforce engaged in shipping/receiving decreased, but in 2018-2019, the number of workers increased significantly. |
| **Data Point 2** | After 2019, the job growth rate is expected to be -8.67% over the next 10 years. |
| **Data Point 3** | The department stores & discount had taken the biggest share in 2014, but it decreased. While that, warehousing & storage is steadily increased, and it took the largest share in 2019. |
| **Key Performance Indicator for** Shipping / Receiving Coordinator | |
| **How is this position measured?** | **Inventory Accuracy**  **“**If your inventory tracking is incorrect, your costs will skyrocket and your customer satisfaction levels will plummet”. (PontiusNicole, 2017) |

**Continue with** Functional Area 2 **and research your second position:**

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| **Position 2** | Inventory Analyst |
| **Provide Three Roles for** Inventory Analyst | |
| **Role 1** | “Track key performance indicators for bulk receiving; identify and suggest possible solutions for ongoing issues.” (indeed.com, 2021) |
| **Role 2** | “Organize data received from various sources; format data clearly for review”. (indeed.com, 2021) |
| **Role 3** | “Ensure all parts leaving remote bases are managed efficiently; work with Spares management to provide reporting on bulk purchases and inventory at remote bases”. (indeed.com, 2021) |
| **“Inventory Analyst Gender Over Time”**  (zippia.com, 2021)  **“Gender Pay Gap for Inventory Analyst”**  (zippia.com, 2021)  **“Average Age of An Inventory Analyst”**  (zippia.com, 2021) | |
| **Provide 3 Data Points from** Inventory Analyst | |
| **Data Point 1** | Inventory analyst did not have predominate gender during 2008 to 2018. The gap of gender proportion had been always less than 8%. |
| **Data Point 2** | Female inventory analysts earn about $3100(USD) less than male inventory analysts. |
| **Data Point 3** | Except for blacks, African Americans, and whites, the average age of male inventory analysts was higher than that of women maximum eight years old. |
| **Key Performance Indicator for** Position 2 | |
| **How is this position measured?** | **“Inventory Turnover or Days on Hand** examines how many times inventory has been sold and replaced in a given time period. If the turnover is low, the company either has too much stock or too few sales”. (USPS Delivers, n.d.) |

**Continue with** Functional Area 2 **and research your third position:**

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| **Position 3** | Operation Coordinator |
| **Provide Three Roles for** Operation Coordinator | |
| **Role 1** | “Submit and track order discrepancies on shipments from suppliers”. (indeed.com, 2021) |
| **Role 2** | “Process warehouse paperwork; scanning documents/filing paperwork”. (indeed.com, 2021) |
| **Role 3** | “Enter receiving transactions in \*ERP system and inventory count transactions”. (indeed.com, 2021)  \* “[Enterprise resource planning (ERP)](https://www.oracle.com/ca-en/erp/) refers to a type of software that organizations use to manage day-to-day business activities”. (Oracle, n.d.) |
| **“Company Size”**  (zippia.com, 2021)  **“The Types of Companies Operstions Coordinator Work In”**  (zippia.com, 2021)  **“The Average Number of Years that Operations Coordinator Stay in a Job”** (zippia.com, 2021) | |
| **Provide 3 Data Points from** Document 3 Title | |
| **Data Point 1** | About half(48%) of the operation coordinators work for a company with more than 10,000 employees. |
| **Data Point 2** | Operational coordinators working in public enterprises are 9% more than those working in private enterprises. In addition to, a total of 93% of people work in public and private companies. |
| **Data Point 3** | The 65% of operations coordinator change their job when they work for 1-2 year. There is only 9% people who work more than 11 years as an operations coordinator. |
| **Key Performance Indicator for** Operation Coordinator | |
| **How is this position measured?** | “**Lead Time** is an important element of supply chain management and the inventory control process. To calculate lead time, take the sum of the time it takes a supplier to deliver once an order is placed (the delay), plus the time that transpires between the need to order again (the reordering delay)**”.** (USPS Delivers, n.d.) |

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