

Steven Roberts

srroberts2023@gmail.com 651-468-1007 <https://www.linkedin.com/in/steven-roberts-25563a62/>

SUPPLY CHAIN | FACILITIES MANAGEMENT

Results-driven, highly flexible Supply Chain and Operations Management Leader with significant experience successfully resolving customers' concerns in a fast-paced healthcare environment. Proven track record of training and leading a team of 25 operations and supply chain employees to consistently exceed quality service goals every month. Strengths include excellent communication and problem-solving skills, along with the unique ability to use listening and patience to resolve challenging issues. Recognized for leadership in a business expansion situation, balancing shareholder, customer, and employee needs. Respected by a wide range of functional groups, from craft to upper management members.

CORE AREAS OF EXPERIENCE

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|----------------------------------|--------------------------------|-------------------------------|
| Supply Chain Management | Construction Management | Facilities Director |
| Healthcare Facilities Management | Lease Negotiation & Management | Multi-Site Facility Oversight |
| Purchasing Manager | Project Management | Operations Manager |
| Safety & Security Management | Shipping & Receiving | Contract Management |

PROFESSIONAL EXPERIENCE

Pediatric Home Service; Roseville, MN — 1990-2021

**Progressed through the organization taking on additional roles and responsibilities throughout tenure at the organization.*

Director of Operations Facilities & Safety (3 years-most recent responsibilities)

Director of Operations (12 years)

Operations Manager (6 years-included purchasing, shipping, receiving, warehouse, and bio-medical)

Warehouse Manager (9 years)

Supply Chain Management:

- Managed the shipping department with a 99% + accuracy rating for all line items. The average line items per day ranged between 2,000-3000.
- Purchased, maintained, and ensured the safe and proper use of all maintenance and janitorial tools and equipment. Purchased and managed use and cost of property related supplies, services, and relationships with service providers.
- Researched and implemented an electronic purchase order and inventory system driving and facilitating the conversion from a paper system to a fully electronic one.
- Hired and trained 50+ employees; simultaneously managed and supervised 25 plus employees including entry level staff to senior management role.
- Negotiated yearly contracts with 50+ vendors and 3500+ products for both disposable and durable medical items.
- Implemented a price matrix system that took into account both soft and hard costs associated with the sale price of 3500+ medical products. Met yearly with the owner of the company to reconfigure the price matrix for all products.

Facilities Management:

- Successfully managed a \$3.1 million, multi-year construction project for the corporate headquarters from start to finish; the project came in \$350,000 dollars under budget without sacrificing quality of the finished product. Accomplished this by leading the weekly construction meetings, touring other facilities, making smart decisions on all the building finishes, and working closely with the General Contractor to ensure the project was finished on time.
- Monitored the operating expenses and maintenance contracts for 8 facilities located in four states covering approximately 160,000 square feet.
- Managed a \$1.2 million construction project remotely by closely monitoring progress and holding weekly update meetings to track the progress of the project.
- Coordinated all aspects of a construction remodel project in Kentucky. Worked with the architect to design the space and General Contractor to coordinate subcontractors and develop a timeline for completion.
- Navigated the real estate process and led the search for commercial properties in Texas and Kentucky. Worked with a local broker to identify possible sites and negotiate lease opportunities.
- Lead the planning process for both short and long term real estate needs which included all lease administration.
- Interviewed, hired, and coordinated with a low voltage company to run CAT 6 to be used for the computer and security systems.
- Interviewed and chose a furniture dealer to coordinate the delivery and set-up of all new office furniture.
- Oversaw and directed all matters related to facilities, the employee safety, and security programs.
- Oversaw and prioritized the activities of the facilities team and/or contracted services, related workflows and procedures to ensure proper maintenance, repair and custodial care of the properties.
- Managed the relationship with the property landlords regarding structural, maintenance, repair and custodial care needs or concerns of the buildings and premises.
- Negotiated leases and other facility related expenses.
- Planned and assisted in designing for effective use of office space and the changing needs of the business and personnel, this included project management, renovation, expansion, relocation and addition of properties.
- Ensured the preservation of the organization's security; ensured compliance with all applicable building, premise and safety regulations and ordinances.
- Worked with commercial real estate brokers to research, assess, analyze feasibility and assist in selection of negotiation for new properties.
- Managed cost and function of all property utilities and utility systems and relationships with utility providers.

EDUCATION

Bachelor of Arts, Economics
University of Minnesota-Twin Cities