

## **BARRETT DISTRIBUTION CENTER POSITION DESCRIPTION**

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**Position Title:** Assistant Manager of Operations

**Date:** October 2014

**Reports To:** General Manager

**FLSA:** Exempt

### **GENERAL SUMMARY**

The Assistant Manager of Operations is responsible for managing specific accounts within the warehouse operation, including customer service, labor scheduling, supervision, and proper utilization of space, equipment and manpower for those accounts. The Assistant Manager of Operations is accountable for the safe, efficient, and economical operation of the warehouse as related to their accounts, in the areas of staffing, warehouse operations, maintenance of the facility and equipment, implementation of safety, security, housekeeping and sanitation programs, budgeting, customer service and inventory control. Continually focus on the improvement of processes to ensure customers' needs are being met, for high quality, cost effective logistics services. Consistently satisfy corporate values and objectives. A can-do attitude is essential to be successful in this position.

### **ESSENTIAL JOB FUNCTIONS**

- Ensure the operation exceeds customers' expectations for service and responsiveness.
- Develop, prioritize and direct programs to ensure the efficient and cost effective operation and utilization of the warehouse for their accounts.
- Develop supervisory personnel for their accounts to act in accordance with corporate mission and corporate goals.
- Develop and maintain a productive work team through training and professional development.
- Identify root cause of variance and implement corrective actions.
- Participate in the preparation of budgets, revenue projections, and account analysis.
- Manage all distribution services including receiving, storing, shipping, handling return/damaged goods, maintenance, and administrative activities to ensure their accounts' requirements are met in an efficient manner.
- Create measurement systems to evaluate productivity, quality and variance from standards.
- Position Barrett to earn a rate increase from their accounts each year.
- Develop space utilization plan to meet cost and service standards.
- Develop and implement an effective receiving operation that minimizes cost and ensures receiving paperwork is processed accurately and promptly.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

- Monitor the cleanliness and working condition of all equipment and oversee repairs as necessary.
- Ensure compliance with OSHA and MSDS regulations.
- Ensure smooth orientation for new-hires to ensure they get the training they need.
- Foster harmony and enthusiasm among the workforce; proactive at making Barrett the Employer of Choice.
- Achieve high-quality customer service.
- Empower all employees by delegating responsibility and authority.
- Inspire trust by acting in a fair and respectful manner with all employees.
- Foster open and honest communication.
- Bring people together at all levels of the organization and encourage active participation of all involved (workgroups and cross-functional workgroups).
- Lead meetings.
- Communicate rationale for decisions or changes.
- Be optimistic but realistic about your own ability to achieve success.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Other duties as assigned.

#### **COMPETENCIES**

- **For Example...**Communication - Able to respond and exchange ideas clearly and effectively through writing, speaking, and presentations; shares appropriate information to keep people informed; is seen as approachable.
- **For Example...**Teamwork - Values the opinions of others; assists others when needed; participates effectively as member of a team; balances personal contributions and needs with those of other members of the team to achieve common objectives.
- **For Example...**Problem Solving - Analyzes problems to identify probable cause; thinks of new possibilities; identifies critical issues and develops options for addressing them; able to incorporate other viewpoints as part of the process of developing solutions.
- **For Example...**Initiative – exhibit constant and earnest effort to accomplish assigned duties and be willing and eager to take on additional duties.
- **For Example...**Customer Orientation – develop strong relationships with customers.

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## **PREPARATION, KNOWLEDGE, SKILLS & ABILITIES**

- Four year college degree preferred with five years related experience preferred.
- Ability and experience with Word and Excel
- Working knowledge of warehouse operations and warehouse management systems.
- Working knowledge of Inventory control, cycle counts, and a proven track record of inventory accuracy
- Ability to read, write and communicate in the English language.
- Effective oral and written communication skills targeted at all levels regarding supervision, counseling and discipline.
- Bilingual Spanish/English skills a plus.
- Good listening skills—good eye contact

## **WORKING CONDITIONS/PHYSICAL DEMANDS**

- Regularly sit, and use hands to finger, handle or feel or to talk or hear.
- Frequently reach with hand and arms, and stand and walk.
- Ability to navigate stairs.
- Stand for long lengths of time; walk the length and width of the warehouse; and stoop, kneel, crouch to process product.
- Ability to climb and/or balance.
- Frequently lift or move fifty pounds, and occasionally lift and/or move more than one hundred pounds.
- Specific vision abilities required by this job include close vision and ability to adjust and focus.
- The noise level in the work environment is usually moderate to loud.
- The temperature in the work environment can vary from extreme heat to extreme cold in the elements of rain and snow.

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