

BARRETT DISTRIBUTION CENTER POSITION DESCRIPTION

Position Title: Supervisor of Operations

Date: October 2014

Reports To: Assistant Manager of Operations

FLSA: Exempt

GENERAL SUMMARY

The Supervisor of Operations is responsible for the efficient day-to-day operation of their accounts/area in the warehouse. Manage all staff and productivity that sustain warehouse activity. Continually focus on the improvement of processes to ensure customer's needs are being met, while maintaining high quality, cost effective logistics services. Consistently exceed corporate values and objectives. A hands-on and can-do attitude is essential to be successful in this position.

ESSENTIAL JOB FUNCTIONS

- Supervise all inbound and outbound shipments to ensure that they are correct and carried out in a timely fashion.
- Oversee the checking of outgoing and incoming freight for proper counts, codes and condition.
- Ensure that all records and reports regarding warehouse activity are prepared on a timely basis and effectively maintained.
- Create daily work schedules based on productivity standards and ensure employees meet standards.
- Set goals for productivity improvements.
- Recommend training and development opportunities for staff.
- Maintain acceptable levels of housekeeping, security and sanitation levels on a daily basis.
- Assess warehouse operations daily to ensure the warehouse is neat, secure and well organized.
- Comply and enforce all OSHA and MSDS standards.
- Optimize warehouse layout to maximize and balance space utilization and handling efficiency.
- Plan space utilization to meet set cost standards.
- Maintain accurate physical inventories. Define and implement a cycle count program and ensure this program is driving inventory accuracy to 100%.
- Recommend and implement corrective actions for all areas of the operation.
- Confirm that Top 5 procedures are followed.

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.

- Act in accordance with warehouse corporate mission and corporate goals.
- Ensure warehouse is accessible and safe for salespeople and customer traffic.
- Apply professional, polite communication skills.
- Apply extraordinary customer service in a courteous, efficient and professional manner.
- Listen for hidden messages to obtain information from customers and warehouse staff.
- Follows order fulfillment to the end (in warehouse and with customer) to ensure a successful and timely conclusion.
- Punctual, is concerned about attendance, and attentiveness. Meets commitments, accepts accountability, stay focused under pressure. Adheres to established guidelines and rules of the organization.

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

- Some college, two-three years business experience preferred
- Word processing/Excel knowledge and knowledge of warehouse management systems preferred.
- At least two years of related experience required.
- Forklift experience preferred.
- Effective oral and written communication skills at all levels.
- Strong leadership and management skills.
- Ability to effectively lead meetings
- Interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Attention to detail to detect discrepancies on records or reports.
- Ability to read, write and communicate in English.
- Bilingual Spanish/English skills a plus.

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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