

BARRETT DISTRIBUTION CENTER POSITION DESCRIPTION

Position Title: Project Manager

Date: January 2015

Reports To: Director, Business Process Improvement

FLSA: Exempt

GENERAL SUMMARY

Oversee all aspects of onboarding for new customers. Responsible for creating a timeline for implementation of a “go live” and seeing that it is completed successfully, within the given deadline. Gathers and coordinates information from all Team members. Able to prioritize multiple projects simultaneously and manage deadlines as required. 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.

ESSENTIAL JOB FUNCTIONS

- Oversee entire onboarding process from initial call to “go live” then facilitates transition to warehouse team once the account is in “production”
- Insure critical timelines are established and met. Communicate to all involved of any deadlines in jeopardy and the ramifications
- Coordinate IT tasks between customer and Barrett ; communicate to management any delays or concerns
- Lead weekly customer onboarding calls, take notes and distribute to all team members highlighting pending tasks and timelines
- Review contract rates and work with Sales Rep and VP of Sales when required to address contractual issues or when actual scope of work exceeds initial scope of work
- Communicate onboarding status to team and key stakeholders throughout the duration of the onboarding as well as post implementation to make certain all impacted stakeholders have an understanding of project progress, issues and activities related to the project
- Provide leadership, coaching, and guidance on a continuous basis to project team members in the areas of operating procedures, processes and practices
- Lead cross functional and project team members to ensure timely completion of project deliverables
- Establish and maintain weekly onboarding calls as well as identifying when daily hyper care calls are required during the go live process

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.

- Ability to read, write and communicate in the English language
- Set up Account in Synapse including rates, in Auto task and in test Synapse
- Ensure the on boarding process exceeds customers' expectations for service and responsiveness.

OTHER DUTIES AND RESPONSIBILITIES

- Other duties as assigned.

COMPETENCIES

- 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.
- 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.
- 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.
- Initiative – exhibit constant and earnest effort to accomplish assigned duties and be willing and eager to take on additional duties.
- 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.
- Highly proficient in all Microsoft applications
- Advanced use of Word, Excel and Outlook
- Working knowledge of 3PL warehouse operations and WMS preferred
- Working knowledge of Supply Chain and Transportation preferred
- Previous knowledge of Synapse WMS system preferred
- Strong interpersonal and communication skills
- Proven ability to work well under pressure in a fast paced environment
- Must be highly organized with strong attention to detail
- Ability to read, write and communicate in the English language.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Effective oral and written communication skills targeted at all levels
- Good listening skills
- Apply professional, polite telephone communication skills.

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.
- Specific vision abilities required by this job include close vision and ability to adjust and focus.
- Occasionally lift and or move up to 20 pounds.
- 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

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