



## Shipping-Receiving Supervisor

The Shipping-Receiving Supervisor will increase operational efficiency, company profitability and customer satisfaction by overseeing safe, accurate and timely processing of incoming and outgoing shipments.

### Job Duties:

#### Continuous and Applied Learning

- Identifies and targets learning needs - Seeks and uses all sources of information to identify appropriate areas for learning.
- Seeks and maximizes learning activities - Identifies activities (e.g. courses, reading, on-line activities etc.) and actively participates in these to make the most of the experience. Willing to put self in uncomfortable or unfamiliar positions to challenge knowledge or skills.
- Communicates and applies knowledge or skill - Comprehends and communicates new information from all learning experiences and puts that new knowledge or skill to use on the job.

#### Contributing to Team Success thru Building Trust and Partnerships with Customer Focus

- Places a higher priority on organization's goals than own area's goals, and provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
- Demonstrates honesty and integrity and keeps commitments.
- Supports, involves, and informs others on the team- Treats others with fairness and respect, listens to others in team decisions and actions, and shares information with others on the team.
- Builds collaborative relationships, and identifies partnership needs and opportunities- Builds rapport and cooperative relationships with others. Analyzes the organization to identify key relationships, and determines the scope and expectations of that partnership so that both areas' needs can be met.
- Sets up customer feedback systems to monitor partnerships- Implements effective means for monitoring and evaluating the partnership process and the attainment of mutual goals.
- Establishes S.M.A.R.T. goals in line with company goals and values. Implements action plans with timelines with deliverables and measure results.
- Builds relationships – Learns the value of relationships and views building relationships as a critical success tool.

### Managing Work: Decision Making, Planning, Organizing, Delegating Responsibility, and Follow Up



- Recognizes issues, problems, or opportunities; seeks alternative ways to define problems; is not constrained by thoughts or approaches of others and determines action needed. Evaluates options by considering consequences and initiates the actions within a reasonable time.
- Generates alternatives and leverages resources - draws upon multiple sources for ideas, creates relevant options for addressing problems/opportunities and achieving desired outcomes.
- Commits to action, targets — Implements decisions or initiates action within a reasonable time; targets important areas for innovation, monitors results and makes adjustments as needed. Develops solutions that address meaningful work issues, Delegates and holds accountable effectively.
- Prioritizes tasks and resources; makes preparations- Identifies and determines critical tasks and takes advantage of resources ensures that appropriate requirements are in place for the work to be done effectively.
- Involves others by sharing appropriate reasonability while providing support- Includes others in the decision-making process and allocates responsibilities to the appropriate individuals, while providing assistance and resources as needed.
- Communicates timeframes, schedules and parameters - Builds due dates into assignments, effectively allocates time, and communicates the parameters of delegated responsibilities.
- Develops clear, logical communications using all available techniques and experiences.
- Evaluates results while staying informed and focused - Establishes procedures to stay informed by meeting with others to review results and to make sure tasks are being completed without distractions.

### **Initiating Action and Facilitating Change**

- Maintains effectiveness when experiencing major changes in work tasks or the work environment. Adjusts to new work structures, processes, requirements, and/or cultures.
- Takes independent action to learn new ideas or potential solutions without prompting and does not wait for others to take action or to request action.
- Persists in efforts to achieve goals in spite of barriers or difficulties. Never giving up attitude.
- Redirects focus — Adjusts focus when it becomes obvious that a goal cannot be achieved; redirects energy into related achievable goals if appropriate.
- Organizes communication and clarifies purpose with stressing the importance. Addresses major points that ensure communication is correctly interpreted.

### **Coaching, Developing Others, and Managing Conflict**

- Establishes and maintains training as required by management.
- Clarifies the current situation—Clarifies expected behaviors, knowledge, and level of proficiency by seeking and giving information and checking for understanding.



- Uses key principles—Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, discloses, supports).
- Collaboratively establishes development goals and plans—Works with individuals to identify areas for development, understand need for improvement, and jointly set specific development goals.
- Monitors progress—Gives individuals specific feedback on their performance related to established goals; highlights key positive and negative performance issues; adjusts plans to ensure development.
- Leads by example – Models the behaviors, knowledge and practices and demonstrating the characteristics that are expected of the individual who is being coached.
- Stays focused, productively uses time effectively when under stress, Stays focused on resolutions, takes positive action to resolve conflicts and address the issues, Summarizes agreements and required actions.

### **Meeting Participation with Leadership**

- Develops ideas—Presents own ideas; seeks and develops suggestions of others; makes procedural suggestions.
- Uses key principles—Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, discloses, supports).
- Facilitates agreement — Tries to build agreement on outcomes and actions.

### **Work Standards**

- Sets standards for excellence — Establishes criteria and/or work procedures to achieve a high level of quality, productivity, or service.
- Takes responsibility and encourages others to take responsibility— Accepts responsibility for outcomes (positive or negative) of one’s work; admits mistakes and refocuses efforts when appropriate. Provides encouragement and support to others in accepting responsibility; Holds individuals accountable for job responsibilities or actions.
- Follows procedures, takes action accurately and carefully follows established procedures for completing work tasks. Initiates action to correct quality problems or notifies others of quality issues as appropriate.
- Ensures high-quality output — Consistently watches over job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.

### **Safety Awareness**

- Identifies safety issues and problems—Detects hazardous working conditions and safety problems: checks equipment and/or work area regularly.



- Takes corrective action—Reports or corrects unsafe working conditions; makes recommendations and/or improves safety and security procedures; enforces safety regulations and procedures.
- Monitors the corrective action—Monitors safety or security issues after taking corrective action and ensures continued compliance.
- Maintains and ensures compliance with safety and security policies—Places higher priority on team or organization goals than on own goals.
- Establishes and maintains training as required by management. Regularly schedule meetings to discuss safety issues.

### **Quality Orientation**

- Follows procedures - Accurately and carefully follows established procedures for completing work tasks.
- Ensures high-quality output – Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- Takes action - Initiates action to correct quality problems and notifies others of quality issues as appropriate.

Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.

### **Job Requirements:**

- Education: High school diploma/GED required (Associate's degree preferred).
- Experience: Minimum 1 year in similar position preferred (2 years preferred). Minimum 2 years in progressive position (3 years preferred). Product/applications experience required. Wholesale distribution experience preferred.