



## Warehouse Manager

The Warehouse Manager will increase company profitability and customer satisfaction by overseeing warehouse operations in a safe, secure, efficient and cost-effective manner that complies with company policy and OSHA, DOT and other applicable regulations.

### Job Duties:

#### Decision Making, Strategic Decision Making & Innovation

- 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.
- Makes complex ideas or situations clear, simple and understandable, explores different lines of thought; views situations from multiple perspectives; Recognizes patterns, sees discrepancies, missing pieces and trends, examines numerous potential solutions and evaluates each before accepting any alternatives.

#### Delegating Responsibility and Follow-Up

- Capable of performing inventory evaluations - Prioritize warehouse layout to maximize efficiency of operation, demonstrate product knowledge and applications.
- Shares appropriate responsibilities - Allocates decision-making authority and/or task responsibility appropriately.
- Provides support without removing responsibility—Suggests resources and provides assistance or coaching as needed; expresses confidence in the individual. Trusts people to perform.
- Stays informed—Establishes appropriate procedures to keep informed of issues and results in areas of shared responsibility.
- Communicates timeframes, schedules and parameters - Builds due dates into assignments, effectively allocates time, and communicates the parameters of delegated responsibilities.

#### Planning and Organizing



- Understands company processes and procedures—Knows when to apply a technical skill or procedure, understand technical terminology and developments, understand inventory management systems, cycle counts, inventory management, costs.
- Prioritizes—Identifies more critical and less critical activities and assignments; adjusts priorities when appropriate.
- Determines tasks and resources—Determines project or assignment requirements by breaking them down into tasks and identifying types of equipment, materials, and people needed.
- Schedules—Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts; develops timelines and milestones.
- Leverages resources—Identifies and takes advantage of available resources (individuals, processes, departments, and tools).
- Stays focused—Understands the importance of time management in order to effectively use time and prevent irrelevant issues or distractions from interfering with work completion.
- Accountability – holds self and others accountable for deadlines, assignments, etc.
- Communication – keeps team up-to-date on progress, milestones, assignments, etc.

### **Communication**

- Organizes the communication—Clarifies purpose and importance; stresses major points; follows a logical sequence.
- Maintains audience attention—Keeps the audience engaged through use of techniques such as analogies, illustrations, humor, an appealing style, body language, and voice inflection.
- Adjusts to the audience—Frames message in line with audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.
- Ensures understanding—Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.
- Adheres to accepted conventions—Uses syntax, pace, volume, diction, and mechanics appropriate to the media being used.
- Comprehends communication from others—Attends to messages from others; correctly interprets messages and responds appropriately.
- Ability to sell – Presents ideas and information to successfully persuade or convince the audience to accept and embrace the leader's objectives.
- Actively develops communication skills in others – Actively develops and promotes effective communication skills in others in the organization.

### **Building Trust and Gaining Commitment**

- Opens discussions effectively—Describes expectations, goals, requests, or future states in a way that provides clarity and excites interest; Shares thoughts, feelings, and rationale so that others understand personal positions.



- Clarifies the current situation—Seeks, gives, and summarizes information; ensures that the situation/issue at hand is understood.
- Develops ideas—Presents own ideas; seeks and develops suggestions of others; makes procedural suggestions.
- Facilitates agreement—Uses appropriate influence strategies (such as demonstrating benefits or giving rewards) to gain genuine agreement; persists by using different approaches as needed to gain commitment.
- Summarizes outcomes of discussions and establishes next steps if needed. Ensures that the situation/issue at hand is understood.
- 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.

### **Coaching and Developing Others**

- 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.
- Creates a learning environment—Secures resources required to support development efforts; ensures that opportunities for development are available; offers assistance to help individuals overcome obstacles to learning.
- 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.

### **Managing Conflict**

- Opens discussions effectively—Establishes a clear and compelling rationale for resolving the conflict. Not afraid to address conflict as it arises, in fact looks at conflict as an opportunity.
- Remains open to all sides—Objectively views the conflict from all sides.
- Skilled at focused listening – Practices attentive and active listening. Accurately restates the opinions of others even when he/she disagrees.



- Stays focused on resolution—Stays focused on resolving the conflict and avoids personal issues and attacks.

### **Safety Awareness and Security**

- 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.
- Holds regular safety meetings-Regularly schedule meetings to discuss safety issues. Discusses corrective actions taken with group.
- 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 (Bachelor's degree preferred).
- Experience: Minimum 1 year in similar position (4 years preferred). Minimum 2 years in progressive position (4 years preferred). Product/applications experience required. Wholesale distribution experience preferred. Supervisory experience required.