

Innovative Mattress Solutions

Position Description

Department/Unit: Warehouse	Employee Name:
Status/Grade: Exempt	Effective Date: 11/01/03
Job Title: Distribution Center Manager	Position Control Number:
Reports to (Title): Supply Chain/Logistics Manager	Supervises (Positions): Delivery Drivers and Warehouse Associates

I. POSITION SUMMARY

Responsible for the management of all operational functions of the warehouse at or below operating costs of 7.5% of sales, maintaining production without the utilization of overtime to include but not be limited to: warehouse management, delivery and customer service, administration, inventory control and management, training, and vehicle and property management and ensuring compliance with all applicable USDOT and OSHA standards. Supervise and direct the activities of the warehouse staff and coordinate warehouse activities with other departments to maximize customer satisfaction and company profitability.

II. POSITION REQUIREMENTS

- **Education:** Minimum High school diploma, Bachelors degree in Business, or related field preferred
- **Experience:** Minimum of one (1) year supervisory experience. Experience in retail field preferred.
- **General Requirements:** Must be able to read, write, speak, and understand the English language. Must possess the ability to make independent decisions, follow instructions, and to accept constructive feedback. Must have patience, tact, and enthusiasm. Must possess the ability and willingness to work and interact professionally with other personnel, vendors, business communities, and guests. Must function independently and have flexibility, personal integrity, and the ability to work effectively.
- **Special Requirements:** Superior communication skills. Must be able to articulately provide written and oral instructions. Must possess the ability to respond to common inquiries, complaints, and/or requests from internal and external sources. Demonstrate the ability to effectively present information to top management, and public groups. Ability to define problems, collect data, establish facts and draw conclusions.

III. DEGREE OF SUPERVISION:

Involves general guidance and direction by the immediate supervisor. The employee will be expected to perform most job duties independently and in accordance with established departmental and corporate policies and procedures.

IV. ESSENTIAL JOB FUNCTIONS

- Responsible for the hire and training of warehouse personnel to be proficient in performing all shipping and receiving functions and procedures to include but not be limited to: vehicle inspection, transaction documentation, equipment operation, picking and loading, adherence to all quality and safety procedures and dress codes.
- Assist in the development of a formalized training process that includes emphasis on product knowledge, plant and fleet safety; USDOT and OSHA regulations and procedures; proper techniques for handling and lifting of merchandise; communication skills, and problem solving.
- Ensure that all company and warehouse staff accurately adheres to departmental processes and procedures.
- Ensure that all warehouse delivery team members in driving positions are driver qualified, possessing the minimum requirements to drive a company vehicle and that each driver has successfully completed testing for safe driving practices.
- Responsible to monitor warehouse safety and quality processes and controls.
- Ensure that the warehouse and its contents are appropriately secured at all times.
- Perform annual performance appraisals with each warehouse employee. Provide coaching and training for employees as needed throughout the year.
- Responsible for the implementation, execution and evaluation of warehouse and other related standards and procedures such as receiving of merchandise, picking and loading, customer set-up and delivery, and COD collections.
- Responsible for communicating all process and procedural exceptions in a timely manner.
- Ensure through periodic monitoring and observation that the processes for RTV products, NAS and Outlet Merchandise are properly adhered to by warehouse personnel.
- Ensure that all merchandise is brought into the warehouse inventory in accordance with established procedures and accurately placed in the correct bin locations in damage free condition. Monitor warehouse staff's compliance with current picking procedures and standards to ensure that the correct merchandise is loaded on trucks at all times.
- Oversee the scheduling of transfer and backhaul of merchandise to all satellite locations as needed in damage free condition.
- Responsible for coordinating and updating computer set-up for delivery spot availability.
- Responsible for the reporting of fleet mileage to Ryder on a monthly basis.
- Responsible for the overall operating condition of the delivery fleet, including any associated pick up trucks. Make recommendations to for replacements and major repairs as needed.

- Develop routing procedures, which ensure that delivery and transfer trucks are dispatched in a manner that allows for completion of all scheduled deliveries daily.
- The daily AM and PM inspection of company delivery vehicles for damage and misuse.
- Oversee the response to and resolution of customer issues related but not limited to: delivery, transfer and backhaul activity, defective merchandise and/or use of warranties. Monitor receipt of credits from suppliers/vendors for all warranted items.
- Responsible for the accurate completion of daily paperwork, to include but not be limited to: documentation of receipt for all COD's, verification of sales order comments for deliveries, reporting of home, vehicle and other property damage and finalization of TDR tickets.
- Manage and control warehouse inventory to achieve zero NIL (not in location).
- Monitor NAS (not available for sale) merchandise levels and ensure that all outlet merchandise is transferred to the proper location in a regular and timely manner.
- Assist the Inventory Control Supervisor and Supply Chain Team in maintaining a high turn rate on warehouse merchandise and the ordering of parts.
- Coordinate with buyer to maintain adequate back stock levels; and coordinate with all applicable departments to flow merchandise in an efficient manner.

V. PERFORMANCE STANDARDS

- Determine market distribution strategy.
- Determine clear and appropriate delegation of responsibilities.
- Hire, evaluate, promote, discipline and when necessary, terminate warehouse and delivery personnel.
- Determine and approve appropriate staffing levels.
- Establish and manage approved annual budget.
- Administer sound personnel practices as established by current policy manual.
- Implement new delivery programs based on need and budget expenditures.
- Meets, supports, and encourages all the Corporate Strategic Plan.

VI. LEADERSHIP

- Displays visionary leadership skills.
- Displays leadership traits appropriate to the situation.
- Effectively uses power and influence.
- Leads by example.
- Displays strong ability to build credibility.
- Promotes a common purpose

VII. MANAGEMENT:

- Shows strong self-management and time management.
- Excels in problem solving.
- Keeps employees aware of the their importance to the organization.
- Encourages effort to the common goals.

- Attains results through the proper direction of subordinates.
- Adheres to all policies, procedures, and regulations.
- Maintains high ethical standards.
- Effectively recognizes the need for change and effectively manages the change.
- Effectively deals with resistance to change.
- Excels in positioning for the future.

VIII. OTHER JOB REQUIREMENTS/DISCRETIONARY:

- Must be able to pick up, load and secure a 100 pound piece of merchandise onto a company or customer's vehicle without assistance.
- Must be able to train warehouse and delivery employees on the proper assembly of all company products.
- Must have a basic understanding of spreadsheets (Microsoft Excel), with the ability to utilize information to compile data for tracking, recording and reporting purposes.
- Must be able to work holidays, weekends (including Sunday), and some 15-hour days in order to get job accomplished.
- Must use both problem solving and time management skills and be able to work efficiently within tight time constraints.
- Be team builder, with strong "hands on" leadership skills and be willing to work side by side with other employees as needed.
- Possess and utilize basic knowledge of USDOT guidelines.
- Be a strong communicator, with the ability to build interdepartmental relationships.
- Set work schedules for all delivery and warehouse personnel
- Initiate disciplinary measures in compliance with company guidelines.
- Setting delivery routes and dispatching delivery schedules per company guidelines and procedures.
- Make refunds, rebates and/or gifts to customers to offset customer complaints and service issues within company guidelines where appropriate.
- Exercise authority within parameters of established warehouse and delivery operational procedure during shift worked.

IX. POSITION DESCRIPTION ACKNOWLEDGEMENT:

The job duties outlined herein are general statements and essential competencies that describe the basic job requirements and cannot state in words every aspect of job content. The company reserves the right to modify, delete, or reclassify these duties at its sole discretion at any time. The corporate management team or the employee's direct supervisor may assign other duties. This is not an employee contract or other type of contract for continued employment.

I have fully read my position description and full understand the requirements set forth within. I hereby accept the position and agree to perform the identified essential functions in a safe manner and in accordance with established policy and procedure.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will or by the company or myself and that such termination can be made with or without notice.

Employee Signature: _____ Date: ____/____/____

Supervisor Signature: _____ Date: ____/____/____

Department Head: _____ Date: ____/____/____