Warehouse Manager Job Description

Date of Last Revision: August 8, 2016

Nature and Scope of Position:

The Warehouse Manager is responsible for:

1. Managing the timely and safe receipt, storage, retrieval and shipping of physical goods. This includes coordinating the timely flow of information related to the respective physical products.

2. Managing and carrying out Quality Control Procedures on all incoming goods.

3. Managing, preparing and maintaining detailed records and files (as per company procedures).

4. Communicating all discrepancies, variances or abnormalities to senior management in a timely manner.

5. Managing and maintaining the operation of the warehouse, including, but not limited to: receiving, shipping, organization, cleanliness, management reports.

6. Supervising part time warehouse staff (during busy periods only).

7. Supervision and monitoring of delivery persons.

The above responsibilities must be carried out in a well-organized and efficient manner.

Major Duties of this Position:

Overall:

1. Contacts resource personnel for information as required. Contacts transport companies, couriers, freight forwarders, customs brokers, etc. in order to expedite, trace, or return merchandise that does not conform to specifications or purchase orders.

2. Reviews documentation related to incoming and outgoing shipments to determine if additional communication or work is needed.

3. Checks documentation for completeness and prepares additional documentation when necessary.

4. Takes periodic inventory (as per corporate policy) and arranges and participates in taking inventory annually.

5. Communicates with Senior Management immediately to address shortfalls, variances, problems, etc. Recommends and implements solutions.

6. Communicates with other departments in a timely manner, and as needed to ensure customer service objectives are met.

7. Produces regular reports and statistics on daily, weekly and monthly basis.

8. Updates electronic incoming shipment and outgoing shipment calendar.

9. Ensures that health and safety requirements are met.

10. Safeguards warehouse operations and contents (i.e. inventory) by monitoring and practicing security procedures and protocols.

11. Ensures productivity targets are met.

12. Ensures HS codes and values are correct in internal accounting system, and on all documents (i.e. on incoming vendor and customs broker invoices; on outgoing internally generated invoices and customs broker invoices).

13. Maintains software for all external vendors (ex: couriers, freight forwarders, customs brokers, etc.). Ensures all databases are updated in a timely manner.

14. Maintains warehouse (shipping, receiving, storage and shop area) in a well-organized and clean manner.

15. Organizes and places merchandise on shelves ensuring rotation policy is adhered to.

16. Maintains shelves in a clean and neat and tidy manner.

17. Assists with POS displays, knife repairs and etching.

18. Obtains and recommends international shipping options to obtain best rates and service.

19. Sources packaging materials.

20. Oversees the planned maintenance of machinery and equipment. As needed, completes routine maintenance (examples: change light bulbs, empty shredders, remove garbage, put de-icer down, shovel walkways if needed).

21. Discusses requirements for minor hardware and software updates/installations; arranges for complex on-site installations as required to stay current with vendor electronic programs. Note: All changes and/or modifications to computer software and hardware must receive prior approval by management.

22. Prepares annual budget for new equipment, fixtures, materials, etc.

23. Contributes to team effort by accomplishing related results as needed.

24. Completes other duties related to the position as assigned.

Specific to Receiving:

1. Receives merchandise. Checks, signs and files delivery slips as per company procedure.

2. Assists with unloading as necessary.

3. Unpacks merchandise. Verifies the quality and quantity of items against supporting documents. Accepts or returns merchandise according to established procedures and policies (includes flow of physical products and the related correspondence, documents, information).

4. Carries out quality control procedures as per company policy.

5. Confirms prices on Vendor documents (ex: packing slips) are as per values indicated on internally generated Purchase Orders.

6. Affixes bar codes, labels, lot stamps, security tags, guards/sleeves, etc. as needed.

7. Repackages/relabels as required.

8. Completes all required paperwork /enters all electronic data and forwards, as required to responsible parties.

Specific to Shipping:

1. Prepares goods for shipping as per company policy regarding safety and security.

2. Makes necessary verifications against customer documents (i.e. PO) and internal records prior to shipments leaving the warehouse.

3. Completes all required documents (paper and/or electronic) for both domestic and international shipments to comply with freight forwarder, transport and regulatory requirements.

4. Prepares all necessary documents for internal control purposes and files/forwards accordingly.

5. Arranges and handles all pick-ups by couriers, customers, freight forwarders and transport companies.

Knowledge and Skills:

1. Excellent collaborative communication skills described as being able to work cooperatively in a team environment and be well organized and efficient.

2. Very good numeracy skills and a strong ability to work with numbers.

3. Ability to process information and identify feasible/cost effective solutions and recommendations.

4. Excellent written and oral communication skills. Must speak and write English fluently.

5. Excellent computer skills and knowledge (Excel, Outlook and Vendor software programs, etc.) are required to be highly organized in the following areas: customer relationship management, electronic filing and record keeping.

6. Knowledge of corporate services, products and corporate ethics.

Education/Training:

Minimum 2 year college diploma or equivalent in a discipline related to facility operation or an equivalent combination of technical training and experience.

Salary:

Competitive, with Benefits

Working Conditions:

1. 100% Non-smoking environment during office hours.

2. Must be able to lift and carry at least 75 pounds.

3. Will sit to use the computer and complete documentation.

4. Will stand, walk, bend and stoop to unload, load and prepare orders.

5. Must be able to climb a ladder.

Environmental Conditions:

Busy, brightly lit 3,000 square foot warehouse area. The warehouse is heated in winter and parts of it are air conditioned during the summer months. There are interruptions from time to time. A small cohesive team dedicated to providing outstanding products and customer service.

Sensory/Mental Demands:

Attention to detail and high levels of accuracy are required. Good organizational abilities and industriousness are required. The warehouse can often be busy with priorities demanding attention.