Good Shepherd Food-Bank

Feeding Maine's Hungry

LOGISTICS / OPERATIONS SUPPORT MANAGER JOB DESCRIPTION

PURPOSE:

Responsible for coordinating and maintaining daily transportation routing schedules for GSFB's truck fleet through UPS Roadnet systems. This position serves as a liaison within the supply chain for food donors, agencies, and internal departments including: Food Procurement, Operations, Fleet Management, Agency Relations and all DC networks.

Other responsibilities include: providing excellent customer service to GSFB partners by expediting online orders, securing donated food from retail and other donors. Utilize data, metrics and analyses to identify and implement cost saving opportunities to reduce the overall cost of doing business from a logistics/dispatch perspective. Develop and improve business processes as it relates to Fleet operations and assist other warehouse functions and business processes to yield greater overall efficiencies. Other duties as necessary to accomplish the food bank's mission and goals.

GENERAL DESCRIPTION:

Transportation Logistics:

- Complete daily routing schedules using UPS Roadnet to accomplish the highest transportation service at the lowest cost.
    - Develop ad-hoc queries and reports to facilitate problem resolution
    - Maintain daily/monthly reporting.
    - Summarize and analyze key operational metrics on a daily/weekly basis.
- Supervise fleet drivers.
- Ensure all drivers are using safe equipment and that proper administration of governing bodies, including the DOT are actively embraced and reported on at all times
- Coordinates all Feeding America and Blue & Yellow pickups on a daily basis.
- Help identify areas of opportunity to minimize cost without jeopardizing service.
- Ensure timely and efficient dispatch operations through the use of UPS Roadnet.
- Coordinate Vehicle Preventative Maintenance Program
- Maintain updated vehicle status inventory.
- Assist with the leasing of tractors, trailers, equipment, etc.
- Act as a liaison between agencies, customer service, warehouses, vendors, carriers and all interrelated internal departments.
- Advise personnel about traffic problems such as construction areas, congestion, weather conditions and other hazards.
- Remain informed on all DOT regulations regarding driver requirements and guidelines.
- Provide management reporting on all areas of transportation to provide accurate assessments of cost per mile for both pickup and delivery of product

- Optimize fleet utilization to minimize overall cost of doing business
- Develop and implement sound business processes and practices
- Coordinate and maintain delivery and distribution schedules

Operations Support:

- Works closely with inventory control to remain updated on product availability.
- Works in tandem with order processing and fulfillment to facilitate work orders in a timely fashion.
- Assist with receipting donated product information into Primarius.
- Inspects outbound orders to ensure accuracy of Bill of Lading, Packing List and Invoice (when appropriate) in accordance with GSFB and Feeding America standards, order completeness, proper palletizing, proper staging
- Ensure limited waiting for customers who place orders by providing them with an "on-order status" or offer alternate product choices.
- Perform routine database maintenance as needed.

Skills & Competencies:

- Demonstrate strong customer service skills by communicating effectively in a courteous and professional manner with a wide variety of people in different environments and situations.
- Has the ability to work independently and as an effectual team member.
- Optimizes productivity by working with Operations Manager to improve Logistics and Operations, by utilizing Continuous Improvement techniques in the areas of: process definition, training, reporting, business process flowcharting, source document (forms e.g.)
- Proficient in computer skills, including Excel, databases required, UPS RoadNet (preferred).
- Good planning, organizational and managing skills.

MINIMUM REQUIREMENTS:

Education and Experience:

- Commitment to understanding and supporting the food bank's mission to show compassion and be passionate about providing food to those facing hunger.
- Associates Degree in Logistics/Transportation, prior management experience and/or a minimum of five years related experience and/or training in a distribution center.