JOB DESCRIPTION

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| **TITLE:** | Warehouse Supervisor | **DATE:** | 5/2012 |
| **REPORTS TO:** | Dealer Services Manager | **FLSA STATUS:** | Non-Exempt |
| **DEPARTMENT:** | Service Operations | **MGT/SPVR:** | Yes |

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**SUMMARY**

Responsible for planning and managing the warehouse activities for receiving product, controlling inventory, as well as maintaining the warehouse facility and installation equipment, supplies, and vehicles.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Manages receipt of all product, including: verifying box count, packing slip counts and inspecting for freight damage.
* Identifies product received and pulls work order paperwork as appropriate; matches product received to POs.
* Communicates product receipt to sales, sales support, project management and dispatch on a daily basis.
* Manages the staging of product in the warehouse, noting location on receiving paperwork; provides tags to all stored product for easy ID.
* Ensures all product is handled in a professional manner, minimizing damage or potential damage by others.
* Responsible for accurate product pulls, ensuring that product is protected and vehicles are properly packed.
* Securely loads product into trucks, ensures proper equipment and tools are on trucks per work order/dispatch documentation.
* Maintains warehouse in clean, neat and highly organized manner.
* Ensures security of warehouse at all times, including establishment of security procedures and instructions for warehouse crew and use by installation crew.
* Ensures that physical condition of warehouse is adequate, including roof, doors, utilities, sprinklers, fire extinguishers, etc.
* Ensures that hazardous materials are properly stored and secure.
* Monitors vehicle use and is responsible for maintenance records for each vehicle.
* Controls and maintains company equipment in working order, documents check-out and check-in for all equipment taken from warehouse.
* Maintains adequate installation/delivery/warehouse supplies, and either purchases or recommends purchase of replacement stock as necessary.
* Manages dealer and customer inventories, including in-and-out transaction documentation; supports customers with information on the storage of their product.
* Manages rental and loaner programs, including check-out and check in documentation.
* Manages product service and repair for items damaged in receipt or through warehouse handling.
* Ensures that industry standard receiving procedures and documentation are followed, including proper freight claim procedures.
* Responsible for enforcing the adherence to all DOT regulations regarding vehicles.
* Responsible for enforcing all OSHA requirements, ensuring warehouse space and procedures support a safe environment for personnel and material.
* Interfaces with the field crews to ensure correct product is pulled and loaded for delivery to site.
* Interfaces with the field crews to ensure that product returns are fully documented and communicated to the appropriate dealership personnel.

**SUPERVISORY RESPONSIBILITIES**

Directly supervises employees within assigned service and warehouse team. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION and/or EXPERIENCE**

High school diploma or GED required. A.A. degree from accredited college or university, or equivalent experience, and 2-5 years related experience and/or training, including some supervisory experience, and systems furniture installation experience. Equivalent combination of education and experience will be accepted as a substitition for above requirements. Practical, working knowledge of word processing and/or database computer programs desirable. Must possess practical experience in product handling, staging, and assembly of Herman Miller and ancillary furniture lines.

**LANGUAGE SKILLS**

Ability to fluently speak and understand English. Ability to comprehend and follow verbal instructions given in English. Ability to read and interpret documents such as maps, safety rules, operating and maintenance instructions, and procedure manuals written in English. Ability to read and analyze architectural drawings and blueprints. Ability to write routine reports and correspondence in English. Ability to speak effectively, in English, before groups of customers or employees of organization. Must communicate in English via telephone to management, customers, vendors, and/or other employees.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, proportions, and percentages, and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to define and solve practical problems and deal with a variety of concrete variables in situations where only limited, or no, standardization exists. Ability to interpret an extensive variety of instructions furnished in written, oral, diagram, or schedule form, and deal with several abstracts and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must have a current valid California driver’s license, current proof of insurance of a registered operable vehicle as required by law, and/or be insurable by Space Designs’ vehicle insurance carrier in order to operate company vehicles.

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel, and frequently to operate power tools, a computer keyboard, mouse, and telephone keypad. The employee is regularly required to talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move up to 75 pounds with assistance or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is sometimes exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually moderate, but can be loud if working at a customer or vendor construction site.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.