

**Position Title**

Fulfillment /Warehouse Mgr.

**Date Prepared**

November 16, 1994

Revised: January 14, 1997

Revised: November 22, 2005

**Department**

Shipping

**Location**

Brainerd

Reports to: V.P. of Operations

**I Position Purpose**

- To manage all customer inventory, pick, pack, ship & invoice all orders received within 48 hours
- To supervise and assist in the movement of both raw materials and finished goods between each facility and to the final destination point of the customer.
- To plan, coordinate, and be accountable for raw material inventory within the scope of the warehouse operation.
- To ensure all housekeeping is completed by staff reporting to the position.
- To ensure that the company is in compliance with all state and federal regulations pertaining to OSHA and MPCA.

**II Budget Dimensions**

- Manages and controls internal costs within established budgetary guidelines.
- Ensures goods shipped are delivered in the most economical manner that meets the customers needs.
- Assist in the development of the departmental budget.

**III Primary Functions Duties And Responsibilities****Quality**

- To manage and monitor the Pro-Mail order fulfillment and warehouse management system.
- Pick, pack ship and invoice all orders with in a specified time period.
- Inventory and product history of all customer products in the warehouse
- Ensures that receiving counts match packing lists and purchase orders and that shipping counts match packing documents.
- Ensures that proper labels & bar codes have been applied before shipping.
- Hold fellow employees accountable for accurate and timely information recording.

**Cost Reduction**

- Ensure that the best possible rate is obtained for all goods that are shipped.
- Ensure that the department overtime is maintained at minimum levels.
- Ensure all warehouse equipment is maintained at peak operating performance.
- Enhance internal training to ensure that fellow employees are aware of cost practices.

**Delivery Performance**

- Monitor percent of jobs shipping on time, the ship date changing and the performance of the carrier, including possible product damage of the shipped product.

**Employee Development**

- Work to develop skills of employees reporting to the position.
- Provide feedback, positive and growth oriented to aid in employee growth.
- Give all performance reviews on time and when required.

## **Budget Management**

- Keep up to date on all motor freight tariffs, commodity classifications and rates on all modes of transportation.

## **Facility Maintenance**

- Ensures that the building is maintained in a professional manner. (Exterior of the building give a professional appearance).
- External aspects of the building are maintained in a neat, clean and professional manner.

## **IV Communication**

### **External Contacts**

- \* Outside Vendors Supplying goods and services to the department.

### **Nature of Purpose**

- \* Purchase goods, services, and associated Peripherals for the manufacturing area

### **Internal Contacts**

- \* Senior Management
- \* Employees
- \* Peer Level Employees

### **Nature or Purpose**

- \* Direction, feedback, information exchange.
- \* Discuss relevant issues.
- \* Provide direction, feedback, training and coaching.
- \* Communicate with and provide support to senior level managers, and all other Bang employees.

## **V Problem Solving**

- Take a proactive approach to problem resolution on all issues.
- Accurately detail all issues with a perspective of the overall picture.
- Assist in all other duties as requested.

## **VI Education and Experience**

- 3-5 years experience in related field.
- High school graduate, technical school or college preferred.
- Experience in shipping & Receiving beneficial.
- Computer skills and related knowledge in UPS shipping system a plus.
- Knowledge in tariffs, material handling classifications, routing & shipping methods.
- Knowledge of OSHA and MPCA regulations and requirements.
- Leadership skills.
- Excellent troubleshooting skills.
- Written and oral communication skills.
- Excellent interpersonal skills.

## **VII Travel/Physical Exertion**

- Travel hours and computer use as required.
- On call 24 hours.
- Long hours.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_