



Position:	Warehouse Supervisor	Department:	Operations
Classification:	Exempt/Salary	Reports To:	Director of Warehouse Operations
Date Created:	5/15/12	Last Revised:	12/22/23

Job Overview:

The Warehouse Supervisor is responsible for the coordination, supervision, and delegation of the warehouse operations workload to Warehouse Associates, Warehouse Generalists, Yard Jockeys, and other designated Warehouse Personnel, including the support of Will Call processing. The Warehouse Supervisor maintains an active presence on the warehouse floor throughout the shift to provide direct support to their Team to ensure operational objectives are met efficiently and accurately.

Essential Functions:

1. Leads the Warehouse Associates, Warehouse Generalists, and other designated Warehouse Personnel by directing and coordinating activities consistent with established company goals, objectives, and policies.
2. Engages and develops employees through coaching, counseling, disciplinary action, mentoring, recognition and performance reviews.
3. Responsible for managing the picking and product loading functions for Will Call customers.
4. Attains daily productivity standards through actively managing the employee performance levels and allocating resources to meet business demands within all warehousing functions.
5. Oversees new hire orientation and reoccurring training of employees through direct partnership with the Employee Development Coordinator and the Warehouse Trainers.
6. Maintains warehouse inspection readiness in anticipation of audits from all applicable local, state and federal organizations.
7. Responsible for slotting, reviewing case flow for re-slotting and establishing new item slots to drive operational efficiency.
8. Maintains accurate company data integrity through the use of the warehouse management software (Retalix).
9. Ensures the accuracy of receiving and shipping processes along with the internal movement of product.
10. Coordinates activities and executes regular on-floor audits to maintain compliance with all appropriate food safety, HACCP, safety procedures and OSHA requirements.
11. Participates in evaluating, implementing, and documenting both business practices and management methods for workflow optimization.
12. Monitors inventory levels and coordinates inventory level adjustments in partnership with the purchasing department.
13. Documents and reviews reporting results on a daily, weekly and monthly basis.
14. Follows direction set forth by Warehouse Manager.

Additional Responsibilities:

1. Performs various Warehouse Manager functions in the absence of the Manager.
2. Coordinates coverage for scheduled time off with warehouse supervisors, shift leaders and warehouse trainers.
3. Performs truck mapping processes when necessary.
4. Supports the operation of VoCollect headsets and associated software.
5. Works and communicates effectively with all operational departments, including the transportation and logistics team.
6. Establishes and executes environmentally sustainable best practices for proper handling of hazardous materials, pallets, recycling, and other waste products.
7. Promotes the health/wellness, safety, cleanliness, and security of the workplace.
8. Motivates, organizes, and encourages teamwork to ensure set productivity and accuracy targets are met.

Knowledge, Skills, and Abilities:

1. Ability to effectively lead and evaluate a large warehouse team in an ever-changing environment, including coaching, counseling, mentoring and training.
2. Ability to engage, motivate, organize, and encourage teamwork through positive communication to ensure set productivity targets are met.
3. Ability to work a flexible work schedule including nights and/or weekends based on business need.
4. Ability to multi-task, prioritize workload and effectively delegate in a fast-paced, deadline-oriented environment.
5. Ability to develop strategic business plans and contingencies to realign priorities quickly when dealing with unanticipated events.
6. Proficient in the use of Microsoft Office products, including Excel, Word, Outlook, and in the use of Internet Explorer.
7. Ability to learn and effectively use company-specific computer systems (i.e. Retailix, Data Warehouse, etc.) required for maintaining company data integrity.
8. Ability to use a keyboard to efficiently and accurately enter company data/information into various computer systems.
9. Strong English language aptitude, including the ability to communicate effectively verbally and in writing; includes the use of texting and email.
10. Persuasive writing abilities.
11. Ability to use logic to analyze complex problems and develop solutions.
12. Ability to establish and maintain effective and courteous business relationships.
13. Ability to develop and manage budgets.
14. Ability to work in varying temperature environments, including subzero temperatures.
15. Strong initiative.
16. Professionalism and tact.

Education/Experience (Preferred Minimum Qualifications):

1. Possession of an Associate's Degree from an accredited college or university in Business Administration, Management, Logistics or related field AND three (3) years of experience in warehouse operations, at least two (2) years of which must have been in a management or supervisory capacity.

OR

2. Possession of a Bachelor's Degree from an accredited college or university in Business Administration, Management, Logistics, or related field AND two (2) years of experience in warehouse operations, at least one (1) year of which must have been in a management or supervisory capacity.

Licenses/Certifications/Special Requirements:

1. Must take and pass a pre-employment drug test.
2. Subject to random and reasonable suspicion drug testing.
3. Must wear approved steel/composite-toe, slip resistant, work boots.
4. Must be willing to work additional hours as required or requested.
5. Available for questions and problem resolution outside of the standard business hours.
6. Moderate travel may be required to visit customers and attend meetings/seminars.
7. Possession of a valid driver's license.
8. Possession of or ability to obtain OSHA forklift certification.
9. Food Safety / HACCP Certification (preferred).

Physical Requirements:

Requirement	8 Hour Schedule	10 Hour Schedule	As % of Time
Limited	0 – 1 hour	0 – 1 hour	Less than 1%
Occasionally	1 – 2 hours	1 – 2.5 hours	Equals 1% to 25%
Frequently	3 – 4 hours	2.6 – 5 hours	Equals 26% to 50%
Repeatedly	5 – 6 hours	5.1 – 7.5 hours	Equals 51% to 75%
Continuously	7+ hours	7.6 + hours	Equals 76% to 100%

Activity	Duration
<i>Sustained Postures</i>	
Sit:	<i>Occasionally</i>
Stand:	<i>Repeatedly</i>
Walk:	<i>Repeatedly</i>
<i>Intermittent Activity</i>	
Bend:	<i>Frequently</i>
Kneel/Squat:	<i>Occasionally</i>
Climb Stairs:	<i>Limited</i>
Crawling:	<i>Limited</i>
Overhead Reach:	<i>Limited</i>
Typing/Keyboard	<i>Repeatedly</i>
Vehicle Operation:	<i>Occasionally</i>
PPE/Special Clothing:	<i>Continuously</i>

Activity	Duration
<i>Repetitive Use of Hands/Wrists</i>	
Grasp:	<i>Frequently</i>
Push/Pull:	<i>Occasionally</i>
Fine Manipulation:	<i>Repeatedly</i>
<i>Material Handling lbs.</i>	
Lift:	<i>0 – 80lbs. Occasionally</i>
Carry:	<i>0 – 80lbs. Occasionally</i>
Push:	<i>0 – 80lbs. Occasionally</i>
Pull:	<i>0 – 80lbs. Occasionally</i>
<i>Miscellaneous</i>	
Exposure to Heights:	<i>Limited</i>
Exposure to Packaged Chemicals:	<i>Occasionally</i>
Exposure to Temperature Contrasts:	<i>Repeatedly</i>