JOB DESCRIPTION

POSITION TITLE: Replenishment Manager

DEPARTMENT/LOCATION: Sales & Merchandising

JOB CODE: 4816

CLASSIFICATION: Exempt

SALARY GRADE: 10

APPROVED BY: Executive Leadership Team (7/15/04)

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director, Merchandising Services

POSITIONS SUPERVISED: Replenishment Buyers (7)

POSITION PURPOSE

Under minimal supervision, manages the Replenishment Buyers in the generation of purchase orders on a timely basis and to adhere to defined inventory management practices and performance objectives. The Replenishment Manager will also perform the role of Replenishment Buyer on an “as needed” basis to maintain appropriate contact with daily activities and to cover vacations and absences. The Replenishment Manager provides training in process and procedures within the replenishment function and conducts all appropriate communication regarding inventory status and issues with internal and external customers. The Replenishment Manager also works with Merchant Analysts and Merchants to define cost of goods components and to implement identified opportunities for improvement. This position requires knowledge of retail operations, buying practices, supplier distribution alternatives and costs, warehouse and transportation practices and procedures, and inventory management best practices within the replenishment process.

ESSENTIAL JOB FUNCTIONS AND BASIC DUTIES

1. *Responsible for managing Replenishment Buyers in the development of accurate and timely orders that meet inventory management performance objectives and deliver smooth product flow to the stores.
   a. Ensures that replenishment system variables (tie & hi, lead time, case cube & weight, etc.) are accurate to drive correct purchase orders, manage inventory, and provide logistical efficiencies.
b. Reviews forecasted quantities on orders outside of the normal amounts and communicates in a timely fashion to internal customers to support smooth product flow.
c. Develops and implements solutions for addressing large seasonal shipments or unusual/special packaging (shippers, modular pallets, etc.)
d. Communicates with external customers to address supply chain concerns and issues.
e. Coaches Replenishment Buyers as they address supply chain anomalies.

2. *Responsible for establishing the appropriate business process and disciplines to drive best practice replenishment.*
   a. Documents and revises departmental standardized operating procedures and system instructions where required.
   b. Monitors compliance to the business processes.
   c. Ensures consistency of business process across all Replenishment Buyers.
   d. Periodically reviews all replenishment system database fields and performs required changes to preserve forecast quality and purchase order accuracy.
   e. Pursues self-development opportunities to grow personal knowledge and capability with replenishment process best practices.

   a. Defines performance objectives by distribution center, Replenishment Buyer and vendor.
   b. Monitors and coaches Replenishment Buyers based on their individual scorecard objectives.
   c. Identifies training opportunities and implements required disciplines to improve performance.
   d. Identifies supplier issues that impact required financial objectives and addresses them at the appropriate level internally and externally.
   e. Communicates performance versus objectives to internal customers.

4. *Responsible for addressing excess inventory or short-code inventory in an expeditious manner.*
   a. Monitors inventory to identify excess dollars, cube, days of supply or short-coded products.
   b. Works with suppliers, Replenishment Buyers and Merchants to address inventory issues in a timely and cost-effective method.
   c. Identifies causes and corrective action to the internal or external customers and implements appropriate actions, communication and coaching.
   d. Mentors Replenishment Buyers in addressing issues as they arise.

5. *Responsible for collaborating with Merchants, Merchant Analysts, vendors, warehouse and transportation to test or implement new distribution efficiencies.*
   a. Proactively identifies cost saving opportunities with product distribution.
   b. Supports testing of distribution improvements.
   c. Provides expert insight into true improvements and their ability to be effectively implemented.
   d. Implements changes with the proper communication and training to capture benefits quickly.

6. *Responsible for communicating to all internal and external stakeholders in the replenishment process. This includes senior management, sales and merchandising management, Merchant Analysts, Business Systems Analyst, warehouse and transportation, retail operations and vendors.*

7. *Responsible for performing Replenishment Buyer duties to maintain “touch” with the system and to address variable business requirements.*
8. The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

PERFORMANCE MEASUREMENTS

1. Achieves required objectives against an established scorecard for inventory.
2. Provides smooth product flow that meets inventory performance objectives.
3. Properly maintains the replenishment system to support forecasting and accurate purchase orders.
4. Accomplishes essential job responsibilities in accordance with established standard operating procedures.
5. Provides accurate and timely analyses and recommendations.
6. Establishes positive business relationships with internal and external customers.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Bachelor’s degree in business, computer science, or related field, plus three (3) years of experience as a Replenishment Buyer or two (2) years as a business systems analyst preferably supporting a merchandising function, or an equivalent combination of education and experience.

REQUIRED KNOWLEDGE: Comprehensive knowledge of store receiving procedures with regard to ordering, receiving and stocking.
Solid understanding of distribution, warehousing and transportation methods and practices.
Thorough understanding of REDS and Microstrategy reporting tools.
Knowledge of the replenishment system, procedures and business objectives.

SKILLS/ABILITIES: Ability to:

• Use all related software packages and MS Office Suite.
• Analyze information, use logic, reasoning and business experience to identify and build performance improvements.
• Provide coaching and developmental leadership.
• Prioritize and manage multiple assignments and meet tight deadlines.
• Maintain effective working relationships with all customers and be able to work as part of a team.

Excellent verbal and written communication skills.
Excellent presentation skills.

DEMONSTRATED COMPETENCIES: Decision Quality - Makes good decisions (without considering how much time it takes based upon a mixture of analysis, wisdom, experience and judgment); most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

Problem Solving – Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at the first answers.

Time Management – Uses his/her time effectively and efficiently; values
time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

*Written Communication* - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

*Organizing* – Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

*Priority Setting* – Spends his/her time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

*Peer Relationships* – Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

*Integrity and Trust* - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.

*Planning* - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

**CERTIFICATIONS REQUIRED**

Not applicable.

**PHYSICAL DEMANDS** - Employees may occasionally experience the following physical demands for extended periods of time:

Work is mostly sedentary; sitting often with some movement among internal customers and staff. Viewing computer monitor; average, ordinary visual acuity necessary to prepare documents, enter data into computer system, and read reports and from computer monitor. Keyboarding, use of fingers to make small movements such as typing. Talk/hear in interaction with customers.

**WORK ENVIRONMENT**

Work is performed in a normal business office environment with noise level usually moderate.

*Denotes Essential Job Functions*