RALEY’S
JOB DESCRIPTION

POSITION: Distribution Center Shift Supervisor
DEPARTMENT/LOCATION: Distribution Center
REPORTS TO: Director, Distribution Center
FLSA STATUS: Exempt
JOB CODE: 4660
SALARY GRADE: 8
APPROVED BY: Bob Abel
APPROVAL DATE: May 15, 1998

SUMMARY: Under broad supervision, to supervise department employees; to ensure that production standards are met within established timelines and budget requirements; to supervise the receiving, storage, selection, loading and shipping of assigned product. Employees in this job class are responsible for the daily operation of assigned department within the Distribution Center and resolve the more complex operational or customer complaint problems. This job class requires full knowledge of departmental operations and systems, the ability to meet production requirements and effectively supervise assigned staff.

SUPERVISES: Assigned staff

SPECIFIC DUTIES & RESPONSIBILITIES:

1. * Oversees the daily operation of the department; reviews work of department employees for accuracy and proper handling; ensures production requirements are completed within quality and time standards.
2. *Supervises staff; ensures a competent, motivated staff through training, counseling, supervising and reviewing performance of employees. Schedules and prioritizes tasks. Ensures adherence to procedures, regulations, policies and guidelines.
3. * Ensures that all incoming product is properly received and slotted into Distribution Center system; maintains receiving policy on temperatures for perishable products.
4. * Determines work procedures and coordinates with foremen to expedite workflow. Manages and maintains an even workflow; keeps production level high and put away errors low.
5. * Advises employees on the proper care and preservation of items received and stored.
6. * Checks product for quality and temperature at time of receipt and while product is housed in Distribution Center; ensures proper rotation of product.
7. * Maintains working inventory, studies records and recommends remedial actions for non-usable, slow moving and excess product.
8. * Maintains buyer and vendor relations; communicates with others on shortages and overages, refused loads, vendor returns, items shipped in error, inventory adjustments and short codes.
9. * Oversees the audit function to ensure that the labor standards program is meeting established objectives.
10. * Oversees the proper selection of product and supervises the activities of the auditors in review of selection accuracy.
11. * Supervises the efficient loading of trailers ensuring safe and accurate selection while minimizing product damage.
12. * Maintains records for compliance with established sanitation and safety procedures.
13. Maintain effective communication and working relationships with all customers and coworkers.
14. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

- High School Diploma or G.E.D.
- 3-5 years of related work experience; previous supervisory work experience preferred.
- Knowledge of general to complex distribution and warehousing practices, methods, and procedures including labor standards.
- Ability to effectively supervise and develop assigned staff.
- Ability to make decisions in an independent manner.
- Knowledge of personal computer software programs including word processing, spreadsheet and specialized distribution systems software.
- Ability to train departmental employees in safe and proper practices and procedures.
- Knowledge of mathematics to include addition, multiplication, subtraction, and division.
- Ability to generate work in an accurate and timely manner.
- Ability to communicate effectively both verbally and in writing; maintain effective working relationships.
- Good customer service skills.
- Demonstrated organizational, problem solving and analytical skills.
- Ability to relate well to others and maintain effective working relationships.

Demonstrated competencies:

- **Dealing with Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn’t upset when things are up in the air; doesn’t have to finish things before moving on; can comfortably handle risk and uncertainty.

- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.

- **Customer Focus** - Is dedicated to meeting expectations and requirements of both internal and external customers; acts with customer in mind; gets first-hand customer information and uses it for improvements in products and services; establishes and maintains effective relationships with customers and gains their trust and respect.

- **Functional/Technical Skills** - Has the functional and technical knowledge and skills to do the job at a high level of accomplishment with both internal and external customers.
Planning - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

Technical Learning - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product or technical knowledge; does well in technical courses and seminars.

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.

CERTIFICATES REQUIRED
Not applicable.

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

- Standing.
- Extensive amount of walking.
- Sitting.

WORK ENVIRONMENT
Worked is performed in a distribution center environment with refrigeration temperatures ranging from 34-52 degrees Fahrenheit. Work around pallet jacks and forklifts. May be required to work on the graveyard and swing shifts.

* Denotes Essential Job Function
Revised: 12/19/03