



## ADP RESOURCE / FLOW COMPONENTS & EQUIPMENT SUPPLY

### Job Description

#### JOB TITLE: **Lead - Warehouse Production**

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Reports To: Warehouse Manager

Non-Exempt

Prepared by: Flow Components

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#### SUMMARY:

This position is primarily responsible for providing quality end-to-end (paper order through delivery) warehouse work order production; quality, accuracy, timeliness, and customer service of all work orders. This position will also be responsible for assisting the Buyer in managing the physical inventory min/max amounts and yearly physical audit; working with inside sales to manage work order priorities; assuming the warehouse supervisor duties in their absence, and miscellaneous duties as assigned by performing the following duties.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Supervises the daily activities of warehouse associates in the fulfillment of customer orders and/or general warehouse operations when the warehouse is not available.

Reviews productivity of employees on a daily basis for accuracy and compliance with established procedures, and determines workload for team members.

Instructs and provides oversight to warehouse associates in the proper execution of all established quality, safety, and sanitation practices of warehouse operations.

Verifies and reports safety, quality and operational procedures.

Collaborates with management in the development of employee performance development plans.

Utilizes coaching and training concepts according to established policies and procedures to provide continuous feedback on performance, increasing employee retention and improving employee relations.

Determines work procedures, prepare work schedules, and expedites workflow.

Studies and standardizes operating procedures to improve efficiency.

Traces history of defective workmanship to determine reasons for errors or needed corrections and recommends corrective actions.

Manages all warehouse activities on assigned shift, which includes order fulfillment, packaging, shipping, warehouse organization and storage of supplies, materials and equipment.

Oversees and instructs staff on continual improvement of process and production.

Assists in delivering required training to ensure that all co-workers have the necessary skills to perform their jobs properly and safely.

Tracks returns and analyzes for failure points and produces corrective action training.

Promotes and maintains a safety-oriented culture.

#### ACCOUNTABILITY:

- Providing quality end-to-end (paper order through delivery) warehouse work order production.
- Ensures quality, accuracy, timeliness, and customer service of all work orders.
- Assist Buyer in managing physical inventory min/max amounts and yearly physical audit.
- Work with inside sales to manage work order priorities.
- Assume warehouse supervisor duties in his absence, and miscellaneous duties as assigned.

#### SUPERVISORY RESPONSIBILITIES:

Directly supervises employees in the department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

#### COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

##### Intellectual

- Analytical - Processes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; coordinates projects; communicates changes and progress.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

##### Interpersonal

- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

### Leadership

- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

### Organization

- Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

### Self-management

- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; and generates suggestions for improving work.

#### BUSINESS RELATED CONTACTS:

- Management
- Delivery People
- Sales Force
- Customers

#### 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:

Associate's degree (A.A.) or equivalent from two-year college or technical school; one plus years related experience and/or training; or equivalent combination of education and experience.

#### LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

#### MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

#### REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Inventory Software; Order Processing Systems; Electronic Mail Software (Outlook); and Computer-Aided Design and Drafting (CADD).

#### OTHER SKILLS AND ABILITIES:

- Excellent interpersonal skills.
- Excellent oral and written communications skills.
- Ability to work independently with little direction.
- Good computer skills.
- Clear and conceptual thinking ability is a plus.

- Excellent judgment and discretion; ability to handle multiple priorities simultaneously, meet deadlines, and handle work-related stress is required.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail-oriented and work effectively under pressure while meeting all applicable deadlines.
- Recognize problems, identify possible causes and resolve routine problems.
- Ability to establish and maintain professional atmosphere for employees, clients and customers.

**OTHER QUALIFICATIONS:**

- Knowledge of distribution and/or manufacturing industry.
- Previous experience in warehouse leadership.
- Demonstrated leadership experience in warehouse/distribution center operations.
- Able to work a flexible schedule to include weekends and holidays.
- May require some travel on an as needed basis.

**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 stand; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Moving, opening, packaging hose, boxes, etc. Carrying rolls of gasket material.

**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.

The noise level in the work environment is usually moderate.

**ACKNOWLEDGMENT:**

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organization or departmental needs.

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Manager Signature

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Employee Signature

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