

Fulfillment Center Assistant General Manager

Reports to General Manager, Third Party Fulfillment

Summary

The Assistant General Manager, Third Party Fulfillment is responsible for leading a multi-shift, up-to-7-day-per-week, variable-volume fulfillment center. This includes operational oversight for product receipt, storage, picking, packing, ecommerce order fulfillment, inventory control, and reverse logistics.

The position will be responsible for overall operational leadership and performance as it relates to cost per unit, productivity, and fixed and variable expenses as well as maintaining a union-free employee climate. Additional metrics include development of management staff and associates for advancement and culture, along with increased responsibilities and inventory accuracy metrics as they relate to order fulfillment at the site, including cycle count accuracy, shipping, receiving and packing accuracy.

Responsibilities

- Develop and implement short- and long-range goals and operational plans to achieve designated site objectives, while maintaining or increasing overall site's efficiency. Ensure necessary resources, i.e. staffing, training and equipment, are available.
- Model and utilize tools to develop individuals at the site, such as IDPs, appreciative and constructive feedback, to ensure that team members are making the connection between these tools and their individual performance.
- Ensure the development of systems and procedures for operating and managing physical facilities, equipment and products in a profitable manner. Plan, direct, and implement warehouse operations and administrative support to meet prescribed productivity and service goals.
- Ensure that all communication between management and non-exempt employees is established and maintained. Work in conjunction with Human Resources and operations management to avoid and troubleshoot associate relations issues.
- Conduct effective communications with associates. Maintain contact with customers. Lead management and staff meetings to organize warehouse activities.
- Review existing operation to determine what improvements can be made with particular attention being paid to areas that allow for cost reduction, improved processing efficiency, and improved quality.
- Ensure that all orders are processed within the fulfillment center according to pre-established SLA's, standards of quality, efficiency and costs.
- Ensure that the site achieves all inventory accuracy metrics as they relate to order fulfillment at the site, including cycle count accuracy, shipping, receiving and packing accuracy.
- Execution of all HR policies and procedures and adherence to those policies and procedures including attendance policies, work place violence, harassment, etc.
- Enforcement of a safe work environment with compliance to all safety procedures and OSHA regulations.
- Achievement of budgeted production and cost per unit standards.
- Implementation and project management of various capital projects as they relate to the site.
- Lead network-wide initiatives and programs as requested to drive overall network improvement.
- Direct and oversee job assignments and plan daily labor schedules. Direct warehouse supervisory personnel to achieve the established objectives.
- Participate in budget preparation, revenue and account analyses. Ensure the accurate and timely preparation, processing, distribution and retention of all necessary reports and records regarding warehouse operations.

- Manage programs to keep tools and equipment in designated areas; schedule cleaning of equipment; store product in neat straight rows inside painted perimeters; maintain strict rodent and pest control; ensure compliance with appropriate government regulations.
- Continually maintain a professional and courteous relationship with all customers. Audit operations to ensure service level agreements are being met. Establish customer relations training programs for all front-line personnel. Works with other departments to ensure coordination needed for overall effective operations.
- Assist in ensuring the security of the facility, its environs, employees and contents. Conduct regular instruction in good security practices.

Qualifications

- BS, preferably in Operations Management, Logistics, Supply Chain or Industrial Engineering, or equivalent experience.
- Minimum of five years progressive, supervisory experience in a high volume fast paced fulfillment or distribution environment, with over 100 employees.
- Must be willing to adjust work schedule to meet the demands of clients. This can include 2nd or 3rd shift schedule and weekend shifts as needed.
- Broad knowledge of warehouse operations and technology is necessary. Prior experience with warehouse, inventory and computer systems is a must.
- Broad range of management skills is required with particular emphasis on leadership, supervision, motivation, communication, and planning. Must be able to give and receive creative and helpful feedback for team growth and productivity and lead to lead in a continuous improvement environment.
- Demonstrated ability to lead project teams.
- Must have good communication skills, both written and verbal, as well as the ability to communicate effectively at all levels of the organization.
- Must be a strong team player with a personal commitment toward the business and its customers.
- Must value diversity and exhibit a leadership style that empowers, coaches, mentors, and fosters a cohesive team environment.
- Appreciation for distribution technology (hardware, software) as adapted to meet customer requirements.
- Ability to react quickly to changes initiated from outside the facility and allocate resources to meet changes in demand.
- Must be PC literate and have a working knowledge of MS Word, Excel and PowerPoint
- Previous experience managing in an e-commerce environment is a plus.
- Experience managing in a LEAN operation with effective use of visual management and 5S strategies is desired.