



Position Description

POSITION TITLE:	Warehouse Supervisor	DATE:	March 2021
DEPARTMENT:	Operations and Supply Chain		
REPORTS TO:	Operations and Supply Chain Manager	FLSA:	Exempt

Want to make a difference in your community? Every day, a group of talented, passionate, kind, hard-working people come together with one goal in mind – to improve our world. Specifically, we want to be sure that people in need of food receive help. We’re working to *End Hunger in Our Community*.

As with other disasters our community has experienced, we find ourselves on the front lines of response and need your help to support our effort. We are looking for a driven, pragmatic individual to add to our team of highly motivated hunger relief workers.

We have a strong set of Core Values developed by and for our team. We want to be clear with one another who we are when we come to work. The overarching themes are – Show Up Together, Bring the Joy, Nurture Each Other, and Seek Excellence.

We provide food to 82,000 people throughout the year (1 in 7 people!). We consider our efforts to be noble, and the fight just.

JOB SUMMARY

Direct, manage and coordinate personnel and activities within the Operations Logistics team. This position manages and develops processes specifically related to logistics, while keeping in mind the other adjacent departments, such as transportation, inventory management, physical distribution and network optimization. This position is part of the Operations and Supply Chain leadership team. You provide leadership and direction for the purposes of maintaining and evolving the logistics functions, including the safe operation of powered and manual equipment. The Redwood Empire Food Bank is proud to have a safety culture, and you participate and contribute to this relating to the warehouse environment and general building safety.

MAJOR RESPONSIBILITIES AND ESSENTIAL FUNCTIONS

The following reflects management’s definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. To perform this job successfully, an individual must have regular and reliable attendance and be able to perform each essential function from the list below satisfactorily, with or without reasonable accommodation.

Supervise all aspects of the operations logistics network, including:

- Supervise, train and evaluate assigned staff through the Redwood Empire Food Bank performance management processes.
- Maintains and manages all cleaning and safety protocols as outlined by the REFB, which follow CalOSHA and Feeding America Food Safety guidelines.
- Abide by and enforce safety rules and regulations within the warehouse.
- Responsible for the creation and maintenance of the daily order spreadsheet, including the assignment of orders.
- Responsible for reviewing order pick lists for completeness and accuracy, including quality of product, staging positions and pallet configuration.
- Works in collaboration with the Operations Supervisor to ensure accurate and timely handoff of pick lists.
- Responsible for ensuring accurate physical and systematic inventory movement throughout the warehouse including order picking, transfers from bulk to pick, warehouse transfers, product transforms, and truck loading.

- Responsible for the adhering to warehouse cleaning schedule, including ensuring all areas are kept up to standards and assigning weekly and periodic cleaning tasks.
- Works alongside the inventory planner to review warehouse space constraints and the movement of product between warehouses.
- Identifies products for transfer for the Community Marketplace and assists in the physical movement of product between Main and Community Marketplace.
- Uses the receiving schedule to forecast incoming pallet positions for cooler, freezer and dry and moves product to accommodate the inbound.
- Responsible for ordering warehouse supplies used by Logistics staff.
- Supports volunteer production coordinator by collaboration on produce quantity and quality.
- Performance supervision through continuous monitoring and optimizing the logistics network.
- Establishes and maintains logistics business controls, metrics and processes.
- Ensures all organizational policies and safety procedure training is completed based on the work the employee performs.
- Responsible for the repair and maintenance of logistics material handling equipment.
- Maintain equipment records in accordance with federal, state and local laws, policy.
- In the event of a disaster all REFB staff are expected to be available for work once they have secured the safety of their homes and families.
- Adhere to Operations and Supply-Chain procedures, and regulatory-compliance.
- Operate forklifts and pallet jacks with the upmost safety.
- Rectify problems such as damages, shortages and quality non-conformance.
- Document and escalate customer service issues, order, receiving, inventory, and shipping errors.
- Develop constructive and cooperative working relationships.
- Maintain AIB and Feeding America standards.

SKILLS AND QUALIFICATIONS

- Managed and supervised a warehouse team.
- Three years of warehouse experience.
- Ability to understand and communicate processes and procedures.
- Experience and comfortable with evolving technology and systems.
- Ability to be proactive, take initiative and to work collaboratively.
- Deadline and detail oriented.
- Ability to work with staff, customers and volunteers from diverse backgrounds.
- Principles and practices of safety programs.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

The work environment consists of a busy warehouse environment and operating vehicles on roadways where safety is a top priority. Candidates will need to have the ability to work under deadlines that may require overtime and weekend work on a periodic basis.

Reasonable accommodation will be provided to enable qualified individuals with disabilities to perform the essential functions of the position so long as it does not cause an undue hardship on the REFB.

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.

While performing the duties of this job, the employee is regularly required to stand and walk; use hands to type, finger, handle, and feel; talk and hear. The employee is frequently required to reach with hands and arms above and below shoulder level. The employee is occasionally required to sit, crouch, and bend down at the waist. 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.

During a disaster, you and your family's safety is the first priority. As an essential service provider and, at times, a first responder, you are requested report to work as needed, or, at a minimum, to communicate your inability to report to work to your supervisor. Depending upon the nature of the emergency, regular staffing responsibilities may change.

SHARED COLLECTIVE RESPONSIBILITIES

With a goal of creating a cohesive working community, all staff are required to treat one another respectfully and operate with our Core Values as their operating principles. Consider the following:

- Create a safe space to allow and invite truth telling to occur.
- Act with honesty, trust and transparency and deliver on my commitments.
- Be present for the people who work in front of me today.
- Maintain an open mind and be open to different points of view.
- Consistently seek to do better and offer my best self.
- Practice empathy and understanding with all people
- Learn from failure, mine and others