



Title: Warehouse Supervisor

Supervisor's Title: Procurement Manager

Revised: April 2019

Position Purpose:

To monitor warehouse activity by maintaining inventory and supplies by receiving, storing and delivering items; securing warehouse; supervising staff. Ensuring that products are stored and shipped out in accurate, efficient manner. Utilizing FIFO practices.

Education and Training:

- High School Diploma or GED equivalent required. Bachelor's Degree in Business Management or related field preferred.
- Previous supervisory experience in a warehouse position, demonstrating a leadership ability
- Knowledge of inventory and supply chain management
- Forklift certification and/or ability to successful complete forklift training and operate machinery safely according to company protocol
- Proficiency in computer systems, including MS Office and ERP systems
- Physical stamina, able to work long hours on one's feet and lift 50+ pounds
- Excellent organization and efficient time-management skills
- Strong verbal and written communication skills
- Ability to meet deadlines and work well under pressure
- Demonstrated ability to work in a result orientated, challenging environment

1. Specific Accountabilities:

- a) Coordinate, supervise and oversee all warehouse logistics
 - Track and account for all incoming and outgoing products
 - Confirm proper and timely shipment & receiving of products
 - Maintain shipping documentation, manifests and receipts; enter relevant data in reports as needed
 - Ensure that shipment materials match packing lists before dispatching orders

- Improve warehouse work processes through strategic planning in order to create a more efficient fulfillment system
 - Liaise with customers
- b) Supervise Shipping and Receiving
- Ensure procedures are being followed and stock is rotated
 - Stock checks to be conducted for inventory purposes when requested
 - Perform monthly and year end inventory
 - Cycle counts as required
- c) Assist with mock recall program and perform necessary steps in the event of an actual recall
- d) Assist all Department Supervisors to comply with company procedures and guidelines while maintaining good employee relations while meeting requirements in the most cost-effective manner.
- Instruction of requirements to all pertinent personnel
 - Ensure personnel are performing their jobs per Manufacturing Standards and in accordance with company procedures and policies
 - Ensure employees are adhering to good manufacturing practices
 - Ensure employees are following established quality standards, weight and measure regulations
- e) Troubleshoot equipment malfunctions and take necessary action to correct and assist where needed.
- When breakdowns occur check if everything is in order, correct if possible or contact maintenance to rectify problem
 - If problem is not an emergency a maintenance work order must be initiated
- f) Maintain a safe working environment within department to comply with the Occupational Health & Safety Act and regulations.
- Ensure proper housekeeping & hygiene standards are maintained
 - Ensure operators are wearing proper protective equipment
 - Ensure operators are operating equipment properly
 - Ensure equipment is maintained according to safety requirements
 - Follow-up on any accidents or incidents
 - Follow-up on safety items identified in area by safety committee or department members
 - Actively participate in employees return to work program by assisting Human Resources to find suitable modified work
 - Take every precaution reasonable under the circumstances for the protection of workers. (Section 27 & 28 of OHSA)
 - Conduct monthly safety talks
- g) Assist with developing and maintaining positive employee relations within the department.
- Treating employees consistently and fairly

- Train, monitor and evaluate new employees to determine permanent employment status
 - Developing a team attitude within the department
 - Ambassador for Company Vision & Mission Statement
- h) Assist management team with work practices, equipment, and process improvement.
- i) Authorize daily time and attendance.
- Verify & authorize RPM system
 - Record unplanned employee absences into system
- j) In the absence of position incumbent, the back up for this position will be shared with the direct manager.

2. **Working Relationships:**

Inside Contacts:

- General Manager
- Procurement Manager
- Production Manager
- Department Supervisors
- Manager of Technical Affairs
- Quality Assurance Department
- Human Resources
- Maintenance Department
- Production Planner

External Contacts:

- **Transportation Companies** – daily
- **Affiliate Company Personnel** – if required
- **Customers** – if required

Responsibility for Others:

- Supervise approximately 2 - 10 hourly employees
- Responsible for training new department personnel or new equipment process

3. **Direction or Guidance:**

Supervisor Review:

- Personnel and Manpower issues
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Decisions Made without Reference to the Supervisor:

- Daily planning to meet schedule and efficiency standards
- Minor problems that occur with equipment
- Manpower utilization
- Minor safety and quality concerns

Functional Advice:

- Suggestions
- Safety suggestions
- Inventory issues
- Troubleshoot with equipment malfunction

4. Working Conditions:

This position requires constant exposure to the cold and noise. Interruption and distractions are a normal part of this position due to the number of employees responsible for, and unpredictable problems.

5. Physical Requirements:

Physical Effort (lifting, pushing, pulling, etc)

- Lifting, pulling pushing of heavy or awkward objects as required

Constant Sitting or Standing in one position (without choice):

- Sitting, standing, regular movement without choice over moderate time periods

Constant Repetitive Movement:

- Not applicable

Heavy Visual Concentration:

- Visual demands involve regular eye strain

6. Work Hazards:

All hazards are conducive to plant environment/equipment.

7. Position Impact:

- Quality/hygiene issue not detected could result in loss of time and money, possible loss of potential customer or product – loss of company reputation.
- Not adhering to schedule could result in not meeting customer deadline.
- Not detecting or failing to take action on equipment problems – result in health & safety, loss of time and monetary loss
- Not detecting errors with code date, label or boxes being stamped – may cause loss of time, money, quality, rework, product failure, customer complaints, loss of business and injury to consumer.
- Not adhering or enforcing safety rules could result in injury or fine from Ministry of Labour or WSIB

8. Confidentiality:

Regular contact with substantial confidential information where disclosure may have an embarrassing but not necessarily harmful effect either internally or externally.