



**Position:** Team Supervisor  
**Department:** Logistics, Service, or Customer Service  
**Location:** Varied- Small to Mid-Size Distribution Centers  
**Reports To:** Operations Manager  
**Supervisory Responsibility:** Yes  
**FLSA Classification :** Exempt  
**Last Update :** 7/2019

**Position Summary:**

This position supports the efforts of the Operations Manager, assisting with employee growth and development; continuous improvement principles; and department management. This person serves as the first-level manager for one of three departments within the local operation: Logistics, Service, or Customer Service; and frequently engages with the remaining two departments. As a member of the Distribution Center leadership team, the Team Supervisor/Assistant Manager will participate in local, regional, and national continuous improvement and cost reduction initiatives and engage with all levels of the local sales team and our diverse customer base.

**Essential Functions:**

- Conduct employee job shadows and provide coaching focused on continuous improvement and 5S principles.
- Assist in the development of employees and provide critical feedback related to their job performance.
- Engage in and identify cost savings initiatives related to continuous improvement and 5S principles.
- Generate, read, and respond to daily emails and intentionally engage in other communication channels.
- Maintain annual regulatory and company compliance training.
- Cross-functional knowledge of all intra-department functions including basic repair knowledge if Team Supervisor/Assistant Manager-Service, or ability to handle freight deliveries if Team Supervisor/Assistant Manager-Logistics.
- General knowledge of all inter-department functions.
- Serve as primary backup for Operations Manager, and secondary point-of-contact.
- Establish and maintain relationships with key vendors, freight carriers, and corporate partners.
- Troubleshoot inventory discrepancies within your department and implement corrective action.
- Direct department team in daily activity and manage associated performance.
- Analyze, manage, and assess key performance indicators related to assigned department.



**Essential Functions Continued:**

- Identify opportunities for improvement and participate in work projects related to task improvement.
- Maintain detailed understanding of key performance indicators.
- Participate in local leadership and/or sales meetings.
- On occasion, serve as a Subject Matter Expert for local, regional, or national project teams.

**Education & Experience:**

- Associate degree or two or more years of college level coursework
- Two to four years' experience or training in related field

**Qualifications:**

- Excellent Communication Skills
- Attention to Detail
- Advanced Analytical Skills
- Advanced Understanding of 5S Principles
- Excellent Troubleshooting Skills
- Computer Literacy: Microsoft Suite including PowerBI, Teams, Planner, and SharePoint as well as industry specific software including Mobile Equipment Platforms found on industrial equipment dashboards

**Competencies:**

For each role within our company we have a defined set of competencies that we have determine will enhance the employee's ability to perform the role efficiently. We are looking for individuals laced with these competencies to perform this role.

**Company Competencies**

- Customer 1<sup>st</sup> Attitude
- Adaptability
- Concern for Safety
- Integrity & Ethics
- Pursuit of Excellence/Lifelong Learning
- Teamwork



### **Role Competencies**

- Accountability
- Attention to Detail
- Communication
- Customer Focus
- Decision Making & Judgement
- Delegates/Follows Up
- Employee Development/Cross Training
- ESTM (Evaluate, Standardize, Train & Manage)
- Execution- Operations Processes/Policy
- Leadership
- Operation Processes
- Positive Attitude
- Problem Solving
- Product Knowledge
- Professionalism
- Regulatory Compliance
- Relationship Building
- Technology Proficient
- Time Management

### **Equipment Used:**

Standard office equipment including phone, computer, fax, and printer/copier. Also, depending upon assigned department: Distribution equipment including Forklift, Power Dolly, Trailering Equipment, Commercial Vehicle (Hillyard Delivery Truck), Order Picker, and Pallet Jack.

### **Working Environment:**

The work is primarily performed in a factory or warehouse setting with exposure to dust, heat, cold, loud noises, fumes and odors. Some work will be conducted in an office setting; will be required to use personal protective equipment at times to prevent exposure to hazardous materials in various settings.

### **Work/Schedule**

Day shift, Typically Monday-Friday.

### **Travel:**

Frequent local, district, and regional travel, may include overnight travel – up to 25%



**Physical Demands:**

The physical job demands include maximum occasional lift of 61 lbs. from floor to 50 inches; maximum occasional lift of 52 lbs. from floor to 26 inches; maximum frequent lift of 20 lbs. from floor to 36 inches; maximum occasional lift of 5 lbs. from floor to 84 in; maximum occasional carry of 61 lbs. for 30 ft; maximum frequent carry of 20 lbs. for 50 ft; maximum frequent horizontal push/pull force of 50 lbs. at 30 inch height for 20 ft; occasional climb of 26 inches on machines and in/out service van; occasional climb stairs 8-10 inches in height; maximum occasional grip force of 100 lbs.; maximum frequent grip force of 40 lbs.; frequent forward reach of 36 inches; occasional lateral reach of 24 inches; occasional reach overhead to height of 84 inches; constant bend; occasional crouch/kneel; occasional neck extension; occasional neck flexion; occasional neck rotation; occasional trunk rotation; constant fine motor coordination; frequent foot coordination; frequent balance; frequent lying supine, side-lying, or prone; frequent sitting; constant standing; and constant walking. PDC Level: HEAVY

**Eligibility:**

- Must be legally authorized to work in the United States without restriction.
- Must be willing to submit to a background investigation, including criminal history and motor vehicle check.
- Must be willing and able to pass a post-offer drug screen and physical.

**EEO Statement**

EEO Employer W/M/Vet/Disabled