

**Position:** Warehouse Supervisor

**Department:** Client Services

**Reports to:** Client Services Manager

**Summary:** The Warehouse Supervisor is responsible for efficient planning, scheduling and tracking of all on terminal warehouse work as well as inventories inclusive of equipment and packing materials. Work to be executed in compliance with customer requirements, contractor capabilities and employees with an eye toward watching profit margins.

**Key Accountabilities:** This position is accountable to the organization for the following

1. Supervising the warehouse and personnel ensuring proper handling of customer assets is maintained.
2. Maintaining a Warehouse Liability below the Andrews published standard.
3. Track 100% of anything entering the warehouse in Windfall
4. Maintaining a 100% tracking of all equipment
5. Ensure all paperwork for all completed work is accurate, completed and turned over to accounting within 24 hours of completion.
6. Timely and accurate updating of all UniGroup Express orders.
7. Track warehouse labor activity margins

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**Description of Responsibilities:** The Warehouse Supervisor is tasked with ensuring the efficient operation of all warehouse activity and grounds upkeep and appearance as well as any specific or additional responsibilities assigned by the Client Services Manager and/or General Manager

**Warehouse Management / Maintenance (70%)**

- Plan all warehouse activities and services
- Use Windfall as the primary method of tracking all warehouse contents.
- Ensure warehouse and grounds are clean and in safe operating condition in accordance with established protocol
- Ensure nothing enters or leaves the warehouse prior to being authorized or approved to enter or leave
- Warehouse claims prevention – ensure proper labor is assigned to customer assets in order to safely and efficiently handle and store said assets.
- Assist Local Dispatcher and Client Services Manager in training and on-boarding warehouse production personnel.
- Plan and execute the efficient use of all warehouse and grounds/lot space.

- Actively oversee contractor / crews while they are working within the warehouse. Upon completion of tasks, dismiss crew members for the day.
- Administrator for Windfall Warehouse Management
- Schedule and communicate work for warehouse labor and continually monitor for efficiency in conjunction with Client Services Manager

### **Paperwork and Process (20%)**

- Review, organize and provide completed accurate paperwork to accounting within 24 hours after work is completed by Contractors, Crews Drivers and Employees
- Update Express orders in HOD on a daily basis.
- Provide weekly warehouse labor report to Client Services and General Manager.
- Work with Client Services Manager and Local Dispatcher to facilitate training of crews

### **Equipment/Materials Inventory Management (10%)**

- Ensure all commercial equipment is accounted for by tracking through windfall
- Ensure packing materials are distributed accurately and accounted for utilizing windfall
- Understand the role of and be able to act as the Local Dispatcher as needed
- Understand the role of and be able to act as a Commercial Services Supervisor as needed

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### **Required Skills and Competencies**

1. Ability to work with and support a team
2. Ability to create and follow processes
3. Multi-task without losing focus
4. Efficient with time
5. Ability to prioritize based on primary objectives
6. Exceptional attention to detail
7. Capable problem solver
8. Clear and concise communicator
9. Exceptional documentation of work
10. Adept with multiple software platforms; Movers Suite, Windfall and Microsoft Windows

### **Required Attributes and Behaviors**

1. Willing to work through solutions before asking for help; HIGHLY MOTIVATED
2. Not afraid of accountability
3. Goal, results and service driven; CUSTOMER FIRST
4. Open to and capable of making change; SELF IMPROVEMENT
5. Respectful of authority
6. Willing to support peers and work teams
7. Comfortable leading or following; HUMBLE CONFIDENCE
8. Supportive of management decisions
9. Takes pride in results; PERSONAL RESPONSIBILITY