

## Willmar Warehouse Supervisor

**Department:** Operations

**Supervisory Responsibility:** Yes

**Reports to:** Director of Warehouse Operations

**Position Summary:** Ensure that all aspects of warehousing in Willmar are meeting company objectives. Responsible for planning, coordinating, controlling, and managing all Willmar warehouse operations.

### Essential Functions:

- Oversee all aspects of the Willmar Warehouse, including shipping, receiving, parcel shipping, and customer pickups.
- Evaluate warehousing processes and systems, make recommendations for improvements, and manage the implementation of approved process and systems changes geared toward improving productivity, reducing expenses and improving margins.
- Understand, clearly communicate, and enforce company policies and procedures to all warehouse staff. Provide input to Management on potential changes needed.
- Coordinate staff activities, deadlines, and create annual goals.
- Responsible for evaluating the performance of staff, providing input on regular basis, recommend training requirements, and hold staff accountable. Getting results through others and ensuring that staff are at the highest level of skill necessary to meet company needs and objectives.
- Work with Human Resources to hire employees, resolve employee issues, and discipline employees when necessary.
- Work with Safety Manager for all matters related to warehouse safety and security, including evaluating and implementing appropriate safeguards necessary to protect the welfare of the employees and the company.
- Hold staff accountable for conducting work in a safe manner, ensure that warehouse personnel have safe, efficient equipment to perform distribution functions and provide support for a culture that strives toward continuous improvement in working safely.
- Achieves warehouse operational objectives by contributing warehouse operations information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends.
- Working with Director of Warehouse Operations help develop warehouse operations systems by determining product handling and storage requirements; developing, implementing, enforcing, and evaluating policies and procedures; developing processes for receiving product, equipment utilization, inventory management, and shipping.
- Reviews analyses of activities, costs, operations, labor plan/labor cost and forecast data to determine department progress toward stated goals and objectives.
- Work with Facilities Manager on scheduling maintenance/inspection of equipment, racking, and storage questions.
- Manage inventory control of all packing, shipping, and warehousing supplies. Work with Facilities Manager on the procurement of these items.
- Establishes operational procedures for activities such as verification of incoming and outgoing shipments, handling and disposition of materials, and keeping warehouse inventory current.
- Deal with vendors as needed.
- Conform to and abide by all regulations, policies, work procedures, and instructions.
- Conform to all safety rules and use all appropriate safety equipment.

**Knowledge, Skills and Abilities:**

- Very detailed, with strong organizational skills and ability to manage multiple projects in a timely manner.
- Well-developed analytic and investigative problem solving skills.
- Highly developed communication and interpersonal skills.
- Excellent listening, written and verbal communication skills.
- High degree of integrity including ability to successfully deal with sensitive or confidential information.
- Ability to exhibit poise, composure and confidence when confronting stressful or high-pressure situations.
- Be accessible, helpful, and responsive while communicating to internal staff and external customers, prospects and vendors.

**Minimum Qualifications:**

- Previous experience in assessing, developing, implementing, and executing warehouse programs.
- A minimum of 7 years of management experience.
- Must have strong leadership experience with proven ability to lead people and get results through others. Must have experience building and developing teams, motivating them and coordinating the work activities of others.
- Planning ability to think ahead and plan over a 6-12 month time span. Organize, plan, and prioritize work.
- Must have excellent computer skills including Microsoft Office, Excel and Word.
- Ability to lift and carry 50lbs.
- Operate all Forklifts and lifting equipment.
- Ability to read and interpret documents such as technical data, safety rules, government regulations, and procedures manuals.
- Strong analytical, problem-solving, training, presentation, decision-making, and follow-through skills.

**Physical Requirements:**

The position requires ability to lift, carry, push, pull or otherwise move objects up to 75 pounds. Lift, bend, reach above the head, kneel, crouch, and/or stretch during shifts at least 8 hours long. Engage in full manual dexterity in both hands and wrists. Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly. Hearing is required to perceive information at spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound. Visual acuity is required for depth perception, color perception, peripheral vision, preparing and analyzing written or computer data, determining accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions.

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