



Job Title:	Warehouse Operations Manager	Exemption Status:	Exempt/Salary
Department:	Operations	Pay Grade:	
Reports To:	Director of Operations	Travel Required:	Minimal - Up to 10%
Position Status:	Full-Time	Location of Job:	Windsor
Position Level:	Managerial		

Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

Job Summary

Ensure the warehouse operates at peak efficiency, with customer satisfaction being the primary goal. Supervise, organize, direct, and train warehouse the warehouse team. Establish, monitor, and manage operations goals.

Key Departmental Responsibilities

- Develop and optimize warehouse operations processes including product handling and storage requirements, equipment utilization, inventory management, productivity, and customer service.
- Train and manage the warehouse team to solve day-to-day operations issues and reach performance goals.
- Review and prepare workflow, staffing and space requirements, equipment layout, and action plans while ensuring productivity, quality, and customer service standards are met.
- Maintain a safe and healthy work environment by establishing, following, and enforcing standards and procedures and comply with all safety rules and regulations.
- Control inventory accuracy by conducting physical inventory counts and reconcile data in the ERP.
- Achieve financial objectives by preparing annual budgets, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Meet regularly with warehouse leads and/or supervisors to review, analyze, and develop actionable plans for productivity and loss prevention.
- Maintain equipment to accomplish warehouse goals in a safe and effective manner. Provide proper equipment and racking to ensure the safe transport and storage of materials.
- Operate in conformance with the requirements of the quality management system.
- Assist other employees both in and out of the department.
- Provide feedback on system needs/changes.
- Perform other related duties and assignments as required.

Performance Factors

Diesel Forward Managers will either possess or develop the following competencies:

1. **Financial:** The employee creates and adheres to realistic budgets in a manner that helps achieve the company's objectives. Tracks expenses frequently enough to make adjustments. Understands the basic financial reports and how decisions affect financial measures.
2. **Customer focus:** The employee consistently conveys that the customers are the highest priority. Respects customer needs and expectations and lets customers know if their expectations cannot be met. Communicates in a manner that promotes and sustains customer satisfaction.

3. **Coaching/team development:** The employee establishes an environment that creates incentives for and eliminates barriers to a team environment. Articulates common goals, communicates how individual roles contribute to team success.
4. **Problem solving:** The employee takes actions to resolve conflicts in a manner that is best for both the organization and the individuals involved. Addresses complaints and problems quickly and effectively, keeps all parties informed of the status of the issue. Encourages employees to report problems and concerns and ensures that outcomes are viewed as fair.
5. **Decisiveness:** The employee investigates all viable options, along with the potential consequences of each, and then makes timely decisions. Can direct a group through this process and does not hesitate to make difficult decisions. Can speed up or slow down the process as needed.
6. **Organizational IQ:** The employee understands the internal climate of the organization, including the most productive channels of communication, and makes use of the appropriate channels to achieve goals. Understands the unwritten protocols and political aspects of how communication takes place.

Additionally, all Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.
3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

Skills & Qualifications

Bachelor's degree required. Previous warehouse management experience required. Experience in Lean Manufacturing/5S concepts preferred. Customer service oriented. Well organized. Detail oriented. A self-starter with initiative and proven willingness to assume ownership for areas of responsibility. Ability to make informed decisions quickly and independently. Strong inter-personal communication and employee relations skills and have ability to train others to these skills. Microsoft Office and ERP experience required.

Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	11/13/18	--	Authored for ISO 9001:2015 compliance.