

JOB DESCRIPTION

Job Title: INBOUND-OUTBOUND FREIGHT MANAGER

Department: Distribution Center

Location: Springfield, OH

ABOUT GABE'S

Founded in 1961 in Morgantown, West Virginia, Gabe's is a leading off-price retailer. Since opening more than 60 years ago, Gabe's has focused on being the destination for the very best deals on everything you need. Old Time Pottery, a Tennessee-based home merchandise store, became a part of the Gabe's family in 2023. Combined, the companies offer customers a broader assortment of home and seasonal products at incredible prices. Today, more than 170 Gabe's and Old Town Pottery store locations are found across 20 states.

JOB SUMMARY AND PURPOSE

The Inbound-Outbound Freight Manager will provide leadership to their team; support Facility Manager; drive the overall product receiving and shipping processes, operational excellence, and department results. Responsible for ensuring the production standard of each crew member is communicated, measured and achieved. Champion of change, motivating others; acts with integrity in decisions. Drive DC results; creates positive environment. Success comes from the belief that everything we do is for the good of the store and our customers.

DUTIES AND RESPONSIBILITIES

- Serves as partner to Facility Management in meeting hiring goals
- Leads and models all appropriate behaviors and takes ownership of problem resolution
- Ensures service and operational standards are met through company communications and initiatives for direct reports
- Communicates and develops a strategy for implementing company communications and initiatives for their department with Facility Manager's partnership
- Ensures accuracy of receiving and shipping processes
- Maintains a working knowledge of all areas of the DC
- Supports the corporate branding strategy through a neat, clean, and organized DC
- Maintains an overall awareness of DC maintenance, cleanliness, and safety; redirects resources as needed
- Makes strategic business decisions by developing short-term action plans to support long-term distribution strategies
- Collaborates with Facility Management to execute actions needed to enhance or improve receiving and shipping processes
- Educates team on driving results through performance standards, best practices, and continuous improvement
- Supports and assists in execution of DC strategy for Asset Protection awareness and education to minimize loss
- Manages and measures progress and results against deadlines and targets
- Adheres to expense goals
- Accountable for meeting the DC compliance and audit requirements for their department
- Hires, trains, and leads retention for team members
- Signs off on all PO's
- Creates and maintains exception log, PO exception list, and reporting
- Manages OS&D claims (Finance/Logistics/Carriers)
- Resolves discrepancies

- Completes new hire orientation and training for Inbound/Outbound Department team members
- Models the open-door policy and fosters an environment of open and honest communication
- Assesses Inbound/Outbound Supervisors and Leads performance and delivers yearly performance reviews
- Addresses poor performance or policy violations in direct reports and team members including coaching and counseling up to termination
- Keeps Facility Manager informed of issues leading to start of corrective action
- Motivates team through recognition as well as understanding the diversity of their team
- Partners with DC leadership team to minimize turnover by identifying key people issues in their departments
- Participates in walk through of departments with Facility Manager to identify strengths and opportunities
- Assesses training and growth opportunities in Inbound/Outbound Department; creates a development plan for team members
- Sets, monitors, and measures area performance and productivity goals of the team
- Ensures best practices are followed to drive maximum productivity
- Monitors, maintains, and follows company policies and procedures
- Ensures execution receiving and shipping functions according to company practices; hit all productivity measurements of units/cartons per hour
- Performs additional duties as necessary
- Maintains First-In/First-Out (FIFO) disciplines in both Inbound and Outbound Departments
- Partners with Transportation team to ensure Outbound schedules are accurate and stores receive regular deliveries
- Ensures Outbound cartons are stacked properly and pallets are loaded securely on trailers
- Manage Inbound Flow of product from Unload through Breaking down PO's for Counting

EDUCATION AND EXPERIENCE

- BA or BS degree, or equivalent experience required
- Previous distribution management experience (3 years)

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrates ability to drive change and inspire positive results
- Proven ability to effectively delegate, follow up, and communicate with all levels of the organization
- Demonstrates ability to manage complex and competing priorities with time management organization
- Demonstrates ability to assess talent, coach, develop, and manage performance
- Demonstrates business acumen with strong strategic and analytical skills
- Proven ability to drive productivity results and improve performance
- Proven ability to drive store/customer focus; naturally gravitates to what is best for the store and customer
- Proven ability to diffuse situations and resolve crew member concerns in a timely, appropriate manner
- Proven ability to build connected teams and inspire trust and rapport with direct reports
- Schedule flexibility to include evenings and weekends as needed

SUPERVISION

This position reports to Facility Operations Manager. Supervises – 2 Supervisors and 2 Leads (Inbound/Outbound), as well as all hourly crew members in both areas.

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public.