

## Job Title: PROCESSING SUPERVISOR

**Department:** Distribution Center

**Location:** Springfield, OH

### JOB SUMMARY AND PURPOSE

The Processing Supervisor provides leadership to their team and supports the Operations Manager, who drives the operational excellence and overall production results. Models excellent processing / ticketing behaviors and leads team members to deliver high levels of service through execution of the sorting and ticketing strategy. Provides direction and leadership to their team and ensures that proper procedures and best practices are trained, modeled, and utilized by all team members. Action oriented, seen as a partner to peers, and acts with integrity in making decisions. The Processing Supervisor builds a strong team through teaching, training, mentoring, evaluating, and developing short-term action plans that support the department's overall long-term strategy. Creates a positive environment that engages team and peers, inspiring them to perform at their best when they come to work by bringing positivity and energy every day. Success in this position comes from the belief that everything we do is for the customers (internal and external).

### WORKING RELATIONSHIPS

Reports to the Operations Manager and supervises direct reports. Works closely with partners in the Distribution Center (DC) to drive productivity, retention, team strength, continuity, and process efficiency. Communicates effectively with peers and business partners.

### DUTIES AND RESPONSIBILITIES

- ★ Collaborates with operations manager to determine staffing needs
- ★ Conducts and is accountable for training of new Team members
- ★ Leads and models all production behaviors and takes ownership of problem resolution
- ★ Creates and executes short-term plans that support long-term DC strategies
- ★ Participates in Department walkthroughs with direct supervisor to identify strengths and areas of improvement
- ★ Supports a DC environment that builds teamwork and positivity
- ★ Models the "Open Door" Policy and fosters an environment of open and honest communication
- ★ Understands the diversity of their team and motivates through recognition
- ★ Assesses team member performance and conducts annual performance reviews
- ★ Addresses poor performance, policy violations, and coaching needs with direct reports
- ★ Communicates performance issues and corrective actions to Production Manager
- ★ Manages time and attendance of team members to ensure compliance with company policy
- ★ Ensures standards are met through company communications and initiatives for direct reports
- ★ Sets, monitors, and follows up on productivity goals for the team
- ★ Partners with Operations Manager to implement company communications and directives that impact their department
- ★ Maintains supply and maintenance issues; communicates them to the Operations Manager
- ★ Ensures processing accuracy and efficiency
- ★ Ensures best practices are followed to drive maximum productivity
- ★ Maintains an overall awareness of DC maintenance, cleanliness, and safety
- ★ Monitors and measures progress and results against deadlines and targets
- ★ Monitors, maintains, and follows company policies and procedures
- ★ Supports and assists execution of DC strategy for Asset Protection awareness and education to minimize loss
- ★ Accountable for meeting the DC compliance and audit requirements for their department
- ★ Performs additional duties as necessary

## QUALIFICATIONS AND EXPERIENCE

- ★ High School Diploma or equivalent

## KNOWLEDGE, SKILLS, AND ABILITIES

- ★ Previous retail / warehouse leadership experience required
- ★ Proven time management, prioritization, and organizational skills
- ★ Proven ability to effectively set direction, delegate, follow up, and provide feedback
- ★ Proven ability to communicate with all levels of the organization
- ★ Demonstrates ability to observe, identify strengths and opportunities, and take appropriate action
- ★ Demonstrates business acumen and understands how their job links to business results
- ★ Proven ability to drive and improve efficiencies, processes, and operational excellence
- ★ Highly personally accountable and goal oriented
- ★ Proven ability to motivate and inspire others
- ★ Schedule flexibility as needed

## SUPERVISION

This position supervises DC team members responsible for processing, sorting, and ticketing products.

## COMPETENCIES

- ★ **Product Focus** – The ability to maintain direction and stay on target with the goals and project at hand to enhance the customer experience with our products and services.
- ★ **Business Acumen** – Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization; knows the competition; is aware of how strategies and tactics work in the marketplace.
- ★ **Champion Change** – Understands different kinds of change; motivates others to welcome change; manages the change process while maintaining operating effectiveness; establishes processes to ensure the success of change.
- ★ **Decision Quality** – Make correct decisions based on analysis, experience, and judgment.
- ★ **Drive for Results** – Push themselves and others consistently to meet or exceed goals.
- ★ **Managing and Measuring** – Assign responsibility and set clear, measurable objectives.
- ★ **Customer Focus** – Establish a relationship with customers to glean first-hand information that will enhance their experience and our products and services.
- ★ **Developing Direct Reports** – Push, challenge and guide direct reports so they can meet their business and career goals.
- ★ **Integrity and Trust** – Seen as direct and honest individuals who can keep confidences and admit mistakes. Will not represent themselves for personal gain.
- ★ **Motivating Others** – Create a positive climate that challenges and empowers others to do their best work.
- ★ **Hiring and Staffing** – Has a nose for talent; hires the best people available from inside or outside; is not afraid of selecting strong people; assembles talented staffs.

## PERFORMANCE MEASURES

- ★ Processing UPH
- ★ Retention / Turnover
- ★ Time and Attendance
- ★ Shrink / Inventory
- ★ DC Audit

## 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 a 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*