



**Job Title: Warehouse Manager**

**Version Date: July 16<sup>th</sup>, 2024**

<b>Classification:</b> Exempt	<b>Department:</b> Warehouse
<b>Pay Type:</b> Salaried	<b>Reports to:</b> Director of Operations
<b>Position Type:</b> Full-Time	<b>Schedule:</b> TBD

**Job Summary:**

The Warehouse Manager is responsible for overseeing all aspects of Warehouse operations, including team supervision and training, workflow delegation, food safety, inventory maintenance and organization, and facility/vehicle upkeep. Their primary goals are to ensure peak Warehouse operational efficiency, accuracy, and to guarantee the satisfaction of Rosemont’s retail market needs. These goals require specialized product care knowledge and proactive oversight of inventory receiving, storage, rotation, and distribution. The Warehouse Manager will supervise the leadership development of the Warehouse Assistant Manager and Warehouse Lead and will advance and enforce best practices for the department. In addition to the warehouse team, they will also collaborate with the Director of Operations, Purchasing Department, and Retail Managers to improve company-wide order communication and fulfillment.

**Duties and Responsibilities:**

Inventory Management:

- Developing, implementing, and enforcing Rosemont’s inventory receiving practices to ensure accurate inventory data.
- Providing oversight of all product care, labeling, storage, rotation, quality control and food safety standards.
- Supervising daily workflow including order receiving, submitting vendor returns, order picking, product handling and packing, and delivery.
- Working closely with the Assistant Warehouse Manager, retail managers, Inventory Manager, and Purchasing Department to improve accuracy of perpetual inventory systems.
- Accurately filing, processing, and/or transporting all delivery invoices and paperwork, and reporting all monthly invoices claimed by the Warehouse to the Finance Department for reconciliation.
- Communicating order, delivery, out of stocks, returns, and quality discrepancies with the Purchasing Dept and Inventory Manager and contributing to an immediate resolution.
- Coordinating and managing all product delivery logistics.

- Staying current with and engaging with company communications through all channels including but not limited to email, instant message, phone and in person.
- Other tasks as assigned.

#### Personnel Oversight:

- Guiding all Warehouse crewmembers in the areas of training, scheduling, and performance management.
- Strategizing improvements to shift flow and delegating Warehouse tasks to maximize team efficiency and individual contribution.
- Addressing individual performance issues and shift disruptions promptly and developing solutions and performance management plans.
- Continuously demonstrating and monitoring performance standards for all Warehouse crewmembers.
- Maintaining a safe and healthy work environment by immediately addressing all safety concerns.
- Setting standards of sanitation, site and equipment maintenance, and proper use of facilities, and ensuring that all warehouse staff are aware of and adhere to Maine Health/Agriculture protocols and regulations regarding personal and tool hygiene, sanitation, cross-contamination, and safe food handling.
- Attending required training sessions as needed.
- Other tasks as assigned.

#### Warehouse Operations & Equipment Management:

- Clearly transmitting critical production/supply information to other managers and staff through company-wide channels.
- Preparing the Warehouse Assistant Manager to act as a channel of communication, department representative, and informed interim leader as needed.
- Leading the ongoing evaluation/strategic development of delivery routes to reduce our environmental impact and provide timely delivery.
- Coordinating with the Facilities Manager on all routine and emergent vehicle repairs and maintaining detailed repair and incident records.
- Demonstrating and training all crew members to exhibit Rosemont's best practices for vehicle care and operation.
- Reporting the Warehouse's current needs, challenges, and goals to the Director of Operations on a weekly basis.
- Working with the Purchasing Department to handle the changing seasonal needs of produce/grocery storage.
- Ensuring that all Warehouse spaces are consistently clean, organized, and well maintained.
- Other tasks as assigned.

#### **Required Skills/Abilities:**

- Keen interest in local food systems, food trends, sustainable food economies, and specialty foods.

- A team-oriented attitude and a desire to promote a respectful, inclusive, and synergistic work environment.
- Superior attention to detail for consistency and quality control purposes.
- Strong mathematical and analytical thinking skills.
- Independent time-management skills and ability to sustain multiple ongoing projects.
- Exceptional interpersonal communication skills and ability to articulate direction clearly in a training setting.
- Excellent organizational skills.
- A commitment to global and local sustainability efforts.
- Independent and reliable transportation.
- English language proficiency required.
- Computer proficiency.
- Ability to work professionally and collaboratively both with a team and independently.
- Ability to give, receive and apply feedback.
- Focus on continuous improvement.

#### **Education and Experience:**

- High School diploma or equivalent required, college degree preferred.
- Prior leadership experience in inventory management, delivery, transportation, or another directly related field.
- Must have a valid driver's license and a clean driving record.

#### **Work Environment:**

- This is a full-time position, requiring a flexible schedule to include days, nights and weekends. The specific hours of employment will be determined in conjunction with the Director of Operations.
- This is an in-person position, and all work will be carried out between Rosemont Headquarters and Rosemont retail markets.
- This position requires extended periods of driving in a box truck and/or sprinter van.
- Moderate to loud noise levels in the production and warehouse facilities.
- Attendance at trainings and certifications may be required.

#### **Physical Requirements:**

- Ability to lift 50 lbs. carton or bag frequently and for extended periods.
- Ability to stay standing and active for duration of shift.
- Ability to lift, twist, squat, and reach frequently and for extended periods.
- Ability to sit or stand at a desk for extended periods of computer work.
- Ability to drive a large vehicle and operate Warehouse equipment such as a pallet jack.

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

