

## Job Description

### Order Fulfillment Supervisor

**Location: Aurora, IL**

#### **Job Summary**

Supervise the daily operations of the order fulfillment team. Distribute and monitor workload, motivate team to ensure orders are picked, packed and shipped in accordance with daily fulfillment guidelines.

#### **Essential Functions**

- Develop and maintain an efficient and motivated warehouse work force.
- On a daily basis, organize workload throughout the department to maximize efficiency and meet company goals.
- Ensure department shipping system is updated with current software
- Monitor individual and team productivity, and drive continuous productivity improvement through process enhancements and one on one coaching.
- Research and resolve pick and ship reported errors, and initiate efforts to prevent reoccurrence by addressing the root cause.
- Train new hires and existing employees on processes and procedures, as needed.
- Record and monitor staff attendance, approve PTO and perform annual performance evaluations.
- Provide department, productivity and efficiency reporting.
- Maintains clean, safe and organized warehouse environment in accordance with department standards.
- Serve as back up to the QC / Training Supervisor.
- Open or close the warehouse at the beginning and end of assigned shifts, or outside normal working hours, as required.

#### **Competencies**

- Team player with strong leadership skills.
- Ability to work in a fast-paced work environment and adapt to change.
- Customer focused, flexible, innovative.
- Attention to detail and accuracy.
- Solid communication skills, able to speak in front of a group, solve problems, read, write and converse in English.
- Safety program compliance and basic hazmat knowledge.
- Forklift certified.
- Advanced computer skills, including the ability to navigate screens, send and receive email, perform word processing and spread sheeting tasks. Proficient in WMS and ERP systems, and able to use shipping systems, (USPS, FedEx, UPS, etc.).

#### **Supervisory Responsibilities**

This position supervises a team of 8-15.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

This job is performed primarily in a warehouse environment. Employees are occasionally exposed to fumes associated with forklifts or diesel trucks.

**Essential Physical Demands**

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

While performing the duties of this job, the employee is regularly required to see, hear and talk. This position is very active and primarily requires standing, walking, bending, kneeling, stooping crouching, stacking and climbing throughout the day. The employee must frequently lift and/or move up to 50 pounds and occasionally move and/or lift up to 65 pounds.

**Equipment Used**

This job routinely uses standard warehouse equipment, such as scanning devices, laptop computer, handheld devices, forklifts, pallet jacks, box cutters, etc.

**Expected Hours of Work**

This is a full-time position. Based on a 40-hour workweek, Monday through Friday. The workday begins between 6:00am and 9:00 AM and ends between 3:00pm and 6:00pm, with individual schedules set by management. Frequent overtime is required.

**Travel**

Occasional travel may be required for this position.

**Required Education and Experience**

High school diploma or equivalent, and at least 2 years' supervisory experience in a warehousing / distribution environment required.

**Preferred Education and Experience**

Associates or undergraduate degree and 5 or more years' supervisory experience within a high volume warehouse or distribution fulfillment center, and or experience with Navision ERP, preferred.

**Work Authorization**

Must be authorized to work in the United States.

**Other Duties**

Please note that this job description is not designed to provide a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.