



Job Title:	Warehouse Manager	FLSA Category:	Non-Exempt
Department:	Inventory	Position Type:	Full Time
Location:	302 Kenyon Road Suffolk, VA 23434	Supervisor:	Supply Chain Manager

Job Description

The Warehouse Manager plays a pivotal role in ensuring exceptional customer service and optimizing delivery performance for our agricultural equipment. This position oversees multiple warehouse teams supporting production operations and manages the shipment of customer orders to dealerships across the region.

Essential Duties and Responsibilities

- Lead and motivate multiple warehouse teams to support production operations and shipment of customer orders.
- Provide training and guidance to team members to ensure they are well-equipped to meet performance goals and deliver exceptional service.
- Prioritize customer satisfaction and address dealership inquiries, concerns, and requests promptly and professionally.
- Collaborate with the customer service team to resolve issues related to product availability or delivery.
- Monitor and optimize delivery schedules to ensure on-time and accurate shipments to dealerships.
- Implement efficient routing and shipment strategies to reduce delivery times and costs.
- Track and report on shipment performance metrics, making data-driven improvements as necessary.
- Enforce safety protocols and ensure that all warehouse operations comply with safety regulations and company policies.
- Conduct regular safety training for warehouse staff to maintain a safe working environment.
- Continuously assess and improve warehouse processes to enhance efficiency and productivity.
- Identify and implement best practices in warehouse operations to support production and shipment goals.

Qualifications and Education Requirements

- Proven experience in warehouse management or a similar role, preferably in the agriculture equipment industry, with a strong focus on customer service and delivery performance.
- Bachelor’s Degree in related field or equivalent professional experience.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Proficiency in warehouse management software and Microsoft Office Suite.
- Knowledge of safety regulations and best practices in warehouse operations.
- Strong problem-solving and decision-making abilities.

Equipment Used

- Computer

- Forklift
- Postage Scale
- Pallet jack

Physical Requirements

- Ability to manually move, lift, carry, pull or push objects weighing up to 50lbs.
- Repetitive use of arms, hands and fingers.
- Prolonged stooping, kneeling, walking and standing.
- Close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- May be required to wear personal protective equipment (PPE) including but not limited to: hard hat, safety glasses/goggles, ear plugs/muffs, masks/respirators, safety vests, gloves and steel-toe boots.

Last Updated By:

Malorie Howell

Date:

March 6, 2024