



ASSOCIATE LOGISTICS MANAGER JOB DESCRIPTION

Position Summary:

The Associate Logistics Manager plays a pivotal position in enhancing the day-to-day operations at our Distribution Center. The role encompasses a wide range of responsibilities across areas such as administration, processing, traffic management, customer service, and technical system oversight. The primary goal is to optimize efficiency, productivity, and cost-effective product delivery. This position is responsible for overseeing our hourly workforce, managing freight carrier relationships, and addressing customer service and software-related issues to elevate customer satisfaction and operational efficiency. This role will serve as back up to the Logistics Manager.

Essential Duties and Responsibilities:

- Responsible to assist in managing the daily administrative and hourly processing activities within the Distribution Center to ensure accurate and timely shipments meeting the performance guidelines and cost efficiencies for the areas.
- Responsible to assist in leading the hourly employees in the designated areas following the Quality guidelines for the area to ensure timely and accurate shipments to customers within the areas of control while always improving output and quality levels.
- Train employees on processes following approved guidelines and procedures.
- Assist with issues to resolve in a timely manner seeking management approval where a policy/process may not dictate.
- Responsible to work with Logistics Manager to maintain accurate, safe, and proper storage, optimum utilization of space, and accurate control of inventory and ship age limits as it pertains to the area.
- Responsible to input data into the processing systems, whether by handheld RF scanner or regular PC, to meet the requirements of the Distribution functions.
- Responsible to recommend and implement approved Distribution processes to improve or enhance the efficiency and effectiveness of the distribution functions, looking to surpass external benchmarks as it relates to quality output and cost effectiveness.
- Responsible to provide the management and compliance as it relates to hazardous material and tow motor compliance for the areas of control.
- Attend training seminars provided and assist in the training of employees as required staying current with local and federal regulations.
- Responsible to coordinate customer complaints for the areas of control as it pertains to the reprocessing or correcting of the order/issue.
- Research and recommend a course of action on special situations that do not relate to a current procedure.
- Recommend a process revision based on the circumstances for maintained quality on future related items.

- React timely on approved methods to solve problems efficiently to meet the customer's satisfaction.
- Responsible to participate in the implementation and coordination of key performance indicators (KPI's) and performance programs within the department to measure, react and improve, and obtain company objectives.
- Lead performance program within the assigned areas to meet targeted objectives.
- Responsible to assist in the preparation of performance reviews as it pertains to the activities and behaviors that are led by this position.
- Responsible to manage and ensure compliance of all Company policies, practices, and procedures as they apply to the department (i.e. Email, Code of Conduct, EEOC, personnel practices, etc.).
- Responsible to maintain organized and complete files to ensure compliance and integrity of systems, processes, and data.
- Responsible for other duties as assigned.

Qualifications / Skills:

- Must be able to communicate, train, and motivate employees to higher levels of productivity, quality, and cost control.
- Knowledgeable in distribution, warehousing, and transportation areas of a business
- Ability to coordinate daily activities.
- Ability to resolve day-to-day conflicts.
- Able to recommend and implement approved concepts to increase productivity, probability, compliance, quality, safety, and delivery to the customer on a regular basis.
- Energetic, organized, forward thinking, and team oriented.
- Strong expertise in distribution management software and other PC programs is preferred.
- Proficient in Microsoft Office Suite, with a focus on Excel and Word.
- Experienced in using SAP for business processes and data management.

Education and/or Experience:

- High school diploma or equivalent is required.
- 2-3 years' experience in transportation, distribution and/or logistics.
- Numerical skills: ability to perform mathematical calculations (add, subtract, multiply, divide) in different units of measurement preferred.
- Proficiency in MS Office and database management.
- Knowledge of inventory management and logistics elements.
- Working knowledge of DOT, OSHA, State and safety regulations and requirements.
- Working knowledge of Logistics equipment.

Physical/Mental Requirements & Working Conditions:

Employees/applicants may not pose a direct threat or significant risk to the health and safety of themselves or others. Employee must be able to meet the following requirements with or without the use of prosthetic devices and/or reasonable accommodation.

- Frequent use of hands, walking, sitting, talking, hearing and repetitive motions required.

- Occasional reaching, kneeling, standing, pulling, lifting, grasping, feeling required.
- Requires the ability to lift up to 50 pounds occasionally and up to 25 pounds frequently.
- Requires the ability to see things clearly at 20 inches or less, as is common in visual inspection or computer work.
- This position is not substantially exposed to adverse working conditions. Adherence to universal precautions is required.