

Job title	<i>EDI/WMS Super User</i>
Reports to	<i>Supply Chain Management</i>

Position Summary:

Hudsonville Ice Cream’s foundation is built around excellent products, superior service, deep personal relationships, and innovative solutions. If this reflects your desires, abilities, attitudes, and you want an opportunity with a rapidly growing dynamic company that is a special culture – read on.

As the EDI/WMS Super User you will be focused on finding ways for these systems to solve business issues and helping your teammates be successful. You will constantly seek to understand and explore the flow of material and information by going out and seeking ways to improve these flows. You will ensure that the data necessary to leverage these tools is **clean**- accurate and available. You value the benefits of data and can analyze it for accuracy.

You have a sense of **urgency** around trouble shooting the system to ensure they are functioning at a high degree. You **generously** give your time to the teams to offer support and coaching on how best to leverage them.

You are restless and **curious** about how to optimize the systems seeking to benefit the overall process and understand that may mean suboptimizing a particular team. You will interact with Customers and Operations teams to define the issues and collaboratively look for ways to make things better through people, technology, and process. You will lead continuous improvement efforts for these processes/systems and report out on the project and the outcomes of that project to the stakeholders and leadership.

You are a **humble** team player and collaborate with the Distribution team on workload planning and timing of orders being waved into the WMS. Ensuring material availability and material allocation is effective and efficient for the team.

Duties and Responsibilities:

- Support of the Warehouse Management System (WMS) data in support of Warehouse Operations
- Support production systems and trouble-shoot system related issues, identify the root cause, fix the issue, and address the issue with respective teams
- Develops changes to Datex WMS and EDI applications to meet functional and technical designs following best practices and development standards and guidelines
- Work with IT department on WMS and EDI integration with other information systems.
- Completes unit and system test application changes to ensure quality of work
- Engages with IT business systems analysts and stakeholders to understand functional requirements, and contributes to completion of functional specifications

- Creates deliverables according to the Software Development Lifecycle such as functional and technical specifications, use cases, test cases, and system documentation
- Analyzes and resolves development issues in a timely manner
- Takes a customer-centric approach to problem solving; solicits feedback to improve service; meets commitments
- Excellent communication and collaboration skills under tight deadlines
- Develop and provide logistics analytics and make recommendations to achieve profitability, customer service, and/or inventory goals Support new customer onboarding, EDI setup, and obtaining accurate information
- Identify, evaluate, prioritize, and lead continuous improvement projects/system enhancements.
- Report weekly with the team the status of all projects
- Develop SOP's and training documentation to identify best practice WMS/LMS usage and communicate across the organization
- Manage the user training for go live and ongoing operations
- Will be the primary contact for Operation's EDI/WMS functionality and capabilities questions before going to IT.
- Drive consistency in use of WMS across the organization through yearly operations audits and reviews
- Ensure that the systems effectively select the proper material for orders and replenishments; effectively using resources

Experience

- 3 years of analytic skills within supply chain environment, distribution center, or 3PL
- The ability to demonstrate an in-depth knowledge of WMS and supporting systems, and be a key resource to provide roadmap for improvement
- Possess strong analytical skills with attention to detail and accuracy
- Proficient in Microsoft Office suite other computer software, such as ERP, WMS, EDI, Power BI, and SharePoint.
- Manage Execution - Must have strong ability to multitask and prioritize

Qualifications:

- Bachelor's degree preferred
- Ability to work independently and creatively
- Detail-oriented and the ability to learn quickly to leverage new concepts, technologies, and create new solutions.
- Ability to travel occasionally for training and to assist with start-up operations or with existing customers.

Benefits:

- 401K
- Vacation
- Insurance (Health, Dental, Vision)
- Bonus Plan

- Partial Gym Membership

Why Hudsonville?

Here at Hudsonville, we offer a first-class work environment with a real family feel. We appreciate and recognize the hard work, and dedication of our team members. We firmly believe that our employees fiscal, physical, and mental health are essential elements to our organization's overall success. It is with this philosophy in mind that we offer a competitive wage and benefits package that starts day one. Moreover, Hudsonville is committed to its team members continual growth and development.

Approved by:	<hr/> <i>Signature of the person with the authority to approve the job description</i>
Date approved:	<hr/> <i>Date upon which the job description was approved</i>
Reviewed:	<i>September 13, 2021</i>