

Job title	<i>Warehouse Operations Manager</i>
Reports to	<i>Warehouse Manager</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 Warehouse Operations Manager you will be focused on finding ways for to improve productivity, quality, and safety. You will constantly seek to understand and explore the flow of material and seek ways to improve these flows. You will ensure the work areas are **clean** and safe for operators and pedestrians. You value the benefits of inventory accuracy and efficient procedures.

You have a sense of **urgency** around trouble shooting issues on the floor and in the system and to ensure the operators can function at a high degree on all shifts. You **generously** give your time to the team to offer support and coaching on how best to leverage them on a daily/weekly basis.

You are restless and **curious** about how to optimize the system and operational flow. You will interact with Customers, internal and external, and HIC Operations teams to define the issues and collaboratively explore ways to improve 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 other departments on workload planning and timing of order execution. Ensuring material availability and material allocation is effective and efficient for the team.

Duties and Responsibilities:

- Directs the Team on activities and processes that enable our strategy of servicing our customers accurately and on-time.
- Communicates and works with managers and Associates of other areas while managing and accomplishing individual and departmental operational objectives.
- Resolves problems in the assigned department to keep activities on track; refers to appropriate Associate(s) for resolution if assistance or specialized expertise is required; initiates crisis management methods if situation could cause business disruptions.
- Observes and reviews Associate performance, ensuring appropriate execution of procedures and practices, and that all departmental functions are effectively and efficiently performed.
- Responsible for selecting, training, assigning, scheduling, coaching and disciplining employees; communicating job expectations; monitoring and reviewing job contributions; provide recognition

to employees to achieve continuous improvement, motivational programs, managing labor costs and maintain appropriate staffing levels; enforcing policies and procedures.

- Engages and supports Associates by providing direction, coaching and feedback, and recognition, while efficiently and effectively supporting customers.
- Promotes good communication throughout assigned department to achieve thorough understanding of processes and procedures.
- Strategically manage and supervise warehouse in compliance with company's policies and core values. Works the warehouse floor for "hands on" approach for employees and leads by example.
- Manage and establish operational procedures for warehouse operations, handling and disposition of materials, accurate warehouse inventory, and physical inventory and cycle count.
- Achieves warehouse operational objectives by contributing warehouse information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits.
- Ensure daily, weekly, and monthly goals are met or exceeded. Deliver effective team meetings. Communicate with other department managers to coordinate warehouse deliveries, customer service issues, logistics and other activities.
- Maintain safe and healthy work environment by establishing, following, and enforcing standards and procedures, complying with legal regulations. Attend Safety Meetings, conduct daily safety walks and monthly safety audits. Maintain and inspect all equipment.
- Review and reconcile warehouse, delivery, and occupancy invoices with accounting department.
- Complete other duties as assigned.

Desired Outcomes

- No Lost Time Accidents (0 LTAs) or Recordables
- Increase Productivity and Operational Flow; >95% next day's shipments are picked/ready.
- Maintain Inventory Accuracy >99.98%
- Facility cleanliness / organization is 100% customer tour and audit ready.
- Engagement with direct reports >95%.

Experience

- Undergraduate degree or equivalent logistics related experience preferred.
- Five (5) years related work experience with demonstrated success in overseeing a logistics function in high volume preferred, multi-shift environment.
- Superior supervisory and development abilities; strong verbal and written communication skills; able to prioritize multiple tasks, functions, and responsibilities in a fast-paced environment; strong critical thinking skills for proactive planning and crisis management.

Qualifications:

- Leadership skills and ability to manage staff
- Proven warehouse management experience, including WMS
- Strong knowledge of warehousing Key Performance Indicators (KPIs)
- Proven ability to implement process improvement initiatives
- Expertise in warehouse management procedures and improvement initiatives
- Excellent communication skills
- Strong decision making and problem-solving skills
- Safety conscious
- Attention to detail
- Ability to multitask

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.

<p>Approved by:</p>	<p>_____</p> <p><i>Signature of the person with the authority to approve the job description</i></p>
<p>Date approved:</p>	<p>_____</p> <p><i>Date upon which the job description was approved</i></p>

Reviewed:	<i>June 1, 2022</i>
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