

DUNAVANT DISTRIBUTION GROUP, LLC JOB DESCRIPTION Title: <i>Operations Manager</i> Reports to: Senior Vice President – DDG	Job Description # OM 01
	Revision: 01
	Effective Date 10/31/2018

1.0 Position Summary

Assuring compliance of all safety and procedural requirements in order to exceed customer expectation while maintaining profits within the operations. Directing receiving, warehousing, and distribution supervisors, supervising staff and interacting with customers.

2.0 Reporting

Reports to SVP Dunavant Distribution Group; works all hours needed (approx. 7:00 am to 7:00 pm)
Current FLSA Status: Exempt
HR FLSA Status Recommendation: Exempt

3.0 Essential Functions, Job Duties, and Responsibilities

- (1) Ensures the safety of all personnel on the site by assuring compliance with QMS, Safety and site-specific policies/procedures.
- (2) Assures operational compliance with OSHA and DOT regulations.
- (3) Ensures all customer requirements are met daily as scheduled or committed to.
- (4) Establishes and monitors security procedures and protocols.
- (5) Provides on-going safety instruction to personnel as needed.
- (6) Reports all work-related injuries to upper management.
- (7) Ensures profitability of the facility by matching appropriate staffing levels and equipment to level of work required in the most cost-effective methods.
- (8) Utilizes maximum space allocation and overseeing the proper handling of the inventory.
- (9) Maintains building and equipment ensuring preventable repairs to property and equipment are completed on schedule.
- (10) Recognizes new business opportunities with current customers.
- (11) Monitors external vendors while on site.
- (12) Attends training workshops on OSHA and DOT procedures.
- (13) Reviews updates regarding changes in OSHA, DOT, IMDG, IATA requirements and information set regarding employment law.
- (14) Assists on short notice as required to meet all customer requirements.
- (15) Assists with other regional operations as needed.
- (16) Participates or leads on-site customer walk-through, inventory counts, or other customer needs as identified.
- (17) Maintains a positive influence on supervised staff.
- (18) Schedules and assigns employees and follows up on work results.
- (19) Coaches, counsels, and disciplines employees.
- (20) Approves time.
- (21) Back up for this position is SVP Dunavant Distribution and Director-Warehousing & Distribution.
- (22) Acts as back-up for all warehouse positions as necessary.
- (23) Performs all other duties or projects as assigned.

4.0 Education and Experience Requirements

- (1) Associate's degree or equivalent from two-year college or technical school; or 3 to 5 years related experience and/or training; or equivalent combination of education and experience.

5.0 Minimum Skills, Knowledge, and Ability Requirements

- (1) Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- (2) Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- (3) Ability to apply concepts of basic algebra and geometry.
- (4) Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- (5) Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- (6) Strong decision-making skills
- (7) Ability to communicate effectively both orally and in writing
- (8) Ability to resolve customer/employee issues quickly and creatively in order to improve customer/employee satisfaction
- (9) Familiarity with Company services, office organization, and trucking operations
- (10) Strong organizational skills; attention to detail
- (11) Good computer skills: Microsoft Word, Excel, TMW

6.0 Work Conditions, Physical and/or Mental Requirements

- Sedentary physical activity requiring reaching, lifting, finger dexterity, grasping, feeling, repetitive motions, talking, and hearing.
- Visual requirement is for close vision, distance vision, peripheral vision, and ability to adjust focus.
- 50% or more time is spent looking directly at a computer.
- Employee is frequently required to stand, walk (or otherwise be mobile).
- Employee is frequently required to lift and carry a minimum of 10 pounds.
- Ability to deal with stressful situations as they arise.

Duties are performed in both an office environment and warehouse environment. Minimal physical effort is required. Lifting and carrying requirements of up to 15 pounds. Occasional or frequent ability to move boxes from one location to another.

These physical and/or mental requirements are not exhaustive, and additional job-related requirements may be added by the Company on an as-needed basis. Reasonable accommodations, where required by law, will be made to enable individuals with disabilities to perform the essential functions of this position.

7.0 Acknowledgement:

I have read, fully understand and agree to the responsibilities and requirements outlined in this job description. I have discussed what needs to be accomplished with my supervisor(s) and intend to fulfill my commitment to the Company to the best of my abilities. The Company reserves the right to change and/or modify the essential functions, duties, and responsibilities, of this position at any time. I understand that my employment is at-will and nothing in this job description alters that status.

Signature

Date: _____

Printed Name

*** Definitions/Acronyms:**