



Title: Warehouse Manager

Basic Function: Responsible for overseeing the general warehouse operations, staff, and temporary staffing employees. Position will include some customer service and sales responsibilities to maintain and build the client base of the warehouse. This position will work closely with the Director of Operations to ensure that all goals and standards are met.

Operations Responsibilities:

- Ensure that the warehouse operates at peak efficiency — with customer satisfaction the primary goal — by supervising, organizing, and training warehouse employees and establishing, monitoring, and managing operational goals.
- Develop warehouse operations systems by determining product handling and storage requirements, equipment utilization, inventory, gate processes, and shipping methods.
- Train and manage the warehouse team to solve day-to-day operational issues and reach short- and long-term performance goals.
- Oversee daily operations while controlling and managing inventory and logistics.
- Review and prepare workflows, staffing requirements, space allocations, equipment layouts, and action plans that meet company standards for productivity, quality, and customer service.
- Maintain a safe and healthy work environment by establishing and enforcing standards and procedures and by complying with legal regulations.
- Supervise daily warehouse activities, including quality assurance, inventory control, space management, logistics, floor productivity, shipping, and customer service.
- Lead and oversee the warehouse team – full-time and temporary employees to work in the warehouses - optimizing their hours and wages, managing the flow and quality of work, to maximize efficiency while creating sustainable revenue generation.
- Inspect equipment, tools, and machinery regularly, and oversee general maintenance when necessary.
- Meet regularly with warehouse leads/team to analyze productivity and develop actionable plans for loss prevention.
- Oversee and manage logistics for transporting products to customers and company facilities, communicating with drivers and air partners to ensure efficient delivery of packages.
- Builds trust and rapport with Advance Memphis staff, staffing employees, customers, and volunteers.
- Manage customer billing to ensure accurate and timely delivery and payment is maintained.
- Demonstrate and instill team building skills while managing hourly and salaried staff.
- Provide monthly reporting on warehouse operation key performance indicators.

Organizational Standards and Accountability

The Warehouse Manager is expected to:

- Be a Christian who believes God's word is truth and lives it out in every area of his/her life. Share God's unmerited grace to others in word and deed.
- Positive attitude and a willingness to work with the Advance Memphis team to share the gospel and help residents of the 38126 and 38106 zip codes go to work.
- Attend staff meetings as appropriate.
- Follow through with assignments and complete them in a timely manner.
- Excellent customer service skills.
- Experience with Microsoft Office products and ability to demonstrate intermediate use of Excel or agree to training.
- Communicate appropriately and effectively in both written and oral forms with participants, graduates, potential participants and Advance Memphis volunteers and visitors.
- Manage time effectively by keeping scheduled appointments, turning in reports on time, and working productively.
- Exhibit a high level of self-directedness, initiative, and attention to detail when completing any work.
- Bachelor's degree or equivalent experience in a related field is required.
- Requires a high level of flexibility to adapt to constantly changing projects and workforce.
- Minimum 5 years plus warehouse operations experience.
- Minimum 3 years supervisory role overseeing staff.
- Perform other duties and ad hoc activities as assigned.

Any interested candidates please send your resume to Ms. Juanita Johnson at jjohnson@advancememphis.org