

WAREHOUSE SUPERVISOR

The Food Bank of Western Massachusetts, located in Hatfield, Massachusetts has a mission to feed our neighbors in need and lead the community to end hunger. In Berkshire, Franklin, Hampden and Hampshire Counties in Western Massachusetts, approximately one in every eight people suffers from chronic food shortages or needs emergency food assistance. In some areas, rates of hunger and food insecurity are more than six times higher than the Massachusetts statewide average.

Currently, The Food Bank is in search of a **WAREHOUSE SUPERVISOR**. **This position reports directly to the Food Operations Manager. The position overview:**

JOB OVERVIEW

Responsible for supervision, coordination and planning, and ongoing efficiency of daily and general warehousing activities.

ESSENTIAL FUNCTIONS

- Provide leadership and perform supervisory responsibilities in accordance with policy and applicable laws. Responsibilities include staffing, training employees; planning, assigning, and directing work; performance management of employees; addressing employee relations issues and resolving problems.
- Create daily work plan and monitor for timeliness, accuracy and adherence to established standards.
- Monitor quality control and accuracy; assist staff in making corrections to quality issues as they arise.
- Monitor order selection, loading, unloading, and product movement within the warehouse.
- Track order accuracy for reporting purposes.
- Oversees proper product storage and segregation according to established requirements.
- Ensures that staff is performing pre & post equipment checks and light maintenance.
- Monitor agency pickup and shopping area.
- Monitor agency complaint log and ensure timely resolution.
- Monitor inventory discrepancies and ensure timely resolution.
- Monitor inventory levels and work with the Manager of Food Operations food stock levels.
- Complete all appropriate and required logs and documentation; maintain and submit as necessary.
- Collaborate with Food Distribution Supervisor and Manager of Food Operations to ensure inventory accuracy.
- In collaboration with the Facilities Manager, monitor, coordinate and participate in the maintenance, cleanliness and orderliness of the warehouse, equipment, building, and grounds.
- Work with the Manager of Food Operations to identify and implement process improvements in the warehouse.
- Work with Director of Food Operations, Manager of Food Operations, Food Distribution Supervisor, and Facilities Manager on maintaining AIB compliance.
- Collaborate with cross functional personnel, division staff and other appropriate Food Bank staff to accomplish organizational goals.
- Meet with staff (direct reports, and others as needed) on a regular basis to discuss work plan, performance, and establish priorities.
- Strictly adhere to and enforce all safety rules.
- Follow (and enforce) all division and Food Bank policies and procedures.

OTHER RESPONSIBILITIES

- Assist with daily warehouse operations as necessary; order selection, check out, agency pick up receiving, and sorting room coverage.
- Assume responsibility for operational decisions during the absence of Manger of Food Operations.

- Perform other similar duties as required (by responsibility, necessity or as requested) or as requested by supervisor.

WORKING CONDITIONS

- Consistently- standing, sitting, walking, driving, twisting, bending, seeing, hearing, pushing, reaching, pulling and handling paperwork.
- Lifting and gripping of objects weighing from less than 20 lbs. up to 80 lbs.
- Evenings, overtime, and weekends if needed.
- Temperature zones in the warehouse can range from -10 to 95 degrees Fahrenheit.
- Concrete floors
- Powered equipment

JOB SPECIFICATIONS/ REQUIREMENTS

- Excellent customer service, communication, and verbal skills; Ability to foster and maintain a positive working environment; Ability to work in various temperature zones for extended periods of time and participate in height related tasks; Ability to present information and facilitate meetings; Strong sense of teamwork; Strong coordination, time management, organization, and documentation skills; Highly motivated self-starter and team player with strong attention to detail and the ability to prioritize multiple task in a fast-paced environment; Minimum 1 yr. forklift and 1 yr. ride on pallet jack experience

JOB PREFERENCES

- GED or High School Diploma or equivalent preferred; 1-3 years warehouse experience preferred

How to Apply: Please submit a cover letter and your résumé with the subject line **WS2019. The Food Bank of Western Massachusetts is an equal opportunity employer encouraging excellence through diversity and a Living Wage Employer.**

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