

**SECOND HARVEST FOOD BANK - LAFAYETTE**  
**ROLES AND RESPONSIBILITIES**  
**Position description**

**Position Title:** Distribution Center/Warehouse Supervisor  
**Department:** Operations  
**Reports To:** Regional Operations Manager  
**Category:** Exempt

**Position Summary:** The Distribution Center (DC)/Warehouse Supervisor is responsible for the supervising the daily operations of the warehouse and delivery functions, ensuring safety/security compliance, maintenance of food safety and sanitation standards, and staff follow-through of all Standard Operating Procedures (SOP).

**Supervisory Responsibilities:** DC personnel including customer service, receiving specialist, warehouse specialists, porters, drivers and others assigned to DC duties.

**Budgetary Responsibility:** Assists in the control of expenses per the budget.

**Major Job Responsibilities:**

- Develops and executes the daily game plan of activities in the DC.
- Supervises DC warehouse staff and ensures that all daily tasks are completed.
- Maintains productivity, quality and inventory control standards through tracking of established metrics/goals.
- Supervises DC drivers. Schedules daily deliveries, assigns drivers to routes and insures proper completion of all paperwork. Reviews all pre and post trip inspections for safety and maintenance items.
- Maintains all DC equipment in good working order. Requires daily inspections of all units. Works with Transportation Manager (Harahan) to keep all units in working order.
- Maintains accurate inventory records through assigned daily cycle counts, resolving discrepancies in a timely manner following established SOPs. Audits all inventory processes daily including receiving transactions in CERES, order selecting shorts/cuts, and shipping.
- Performs daily quality audits of competed orders to improve accuracy and establish metrics for selector performance.
- Reviews daily, weekly and monthly operations reports and takes the necessary action as required
- Responsible for coaching, mentoring, evaluating, and recommending corrective action of all DC personnel. Participates in hiring interviews.
- Promotes and maintains a safe and secure working environment. Meets all OSHA requirements and standards.
- Responsible for maintaining all food safety standards as well as sanitation requirements of AIB, Feeding America, LDAF and local/state/federal agencies.

**Job Requirements:**

- At least two years of distribution center work experience in a distribution or retail environment, or a combination of education and experience, that will provide the required knowledge, skills, and abilities
- 2 or more years of supervisory experience
- Above average computer skills.
- Very strong database management skills
- Ability to operate a pallet jack, forklift and other warehouse related equipment
- Ability to work under different environmental hot and cold conditions.
- Ability to respond to all disasters, both manmade and natural, within 24 hours of the all clear given to first responders by the respective parishes that we respond within.
- Strong interpersonal skills, good time management skills, and strong oral and written communication skills
- Strong organizational skills, ability to multi-task, and the ability to prioritize multiple tasks and work under deadlines; show initiative and flexibility
- Must be able to perform in a manner consistent with Second Harvest vision and operating principles.
- Must be able to meet crises calmly, show attention to detail and accuracy, and have the ability to work with a minimum of supervision
- Must have the ability to work in a Continuous Improvement team environment
- Must be able to lift and carry objects weighing up to 50 pounds; must be able to stand for extended periods of time
- Must be proficient in Microsoft Excel, Word, and Outlook.
- Must have a flexible schedule to accommodate operational needs. Must be able to work a variety of shifts, some weekend and evening shifts.

**Preferred:**

- High School graduate with 3 years supervisory experience
- Food safety experience
- Strong customer service expertise
- Knowledge of FoodBank programs and the mission of FoodBanks