



Position Title: Logistics Supervisor
Issue Date: August, 2024
Reports To: Coatesville Site Manager
Direct Reports: Delivery and Transfer Drivers
FSLA Status: Exempt

Job Summary

The Logistics Supervisor is focused on managing company resources, equipment and service providers/vendors to maximize the efficiency and quality of material flows associated with our business. This includes product movement to and from our vendors, between our Company locations and to our customers (via our truck delivery and freight carriers). The position requires strong communication and follow up skills to resolve issues and clearly communicate changes in process and schedules daily. It is also a support position for general warehouse, IC and back up driving responsibilities.

Duties and Responsibilities

DC Delivery Operations

- Ensures all drivers depart on time each day and deliver product to customers on time and accurately.
- Receives calls from customers, sales team members and branch associates about delivery issues and works to resolve them in a timely manner to ensure customer satisfaction.
- Monitors daily report for any past due POs using DC PICKUP ship-via.
- Maintains a contingency plan in the event a driver is absent.
 - Delivers loads in the event a driver cannot be replaced in time to meet service commitments or as backup for drivers' FTO.
- Uses Descartes application to rout DC and branch Enterprise trucks as well as manage driver delivery performance.
- Ensures drivers perform daily inspections and turns in Driver Vehicle Inspection Reports.
 - Performs maintenance and safety audits on all DC and branch trucks as follow up to driver inspections
 - Updates driver performance spreadsheet

Freight Management – subject matter expert in carriers, methods and pricing

- Helps manage relationships with freight carriers
 - Serves as a primary contact for our Company wide logistics partners
- Facilitates and resolves damage claims related to incoming and outgoing freight
- Monitors, allocates and reports incoming and outgoing freight expenses
- Reviews and approves all invoices
 - preps allocations to each branch
 - follows up with service providers if billing issues

Truck Fleet Management

- Coordinates needed inspections, repairs and maintenance of all DC trucks. Facilitates same for all branch trucks as requested.
- Helps coordinate DC driver training including safety and truck related material handling.
 - assists in training of branch drivers.
- Responsible for ensuring all DOT compliance requirements are met and all driver inspections and maintenance logs are complete
- Provides input to management regarding truck fleet configuration, selection, and acquisition of equipment
- Manages EZ pass account and related transponders. Investigates questions and issues related to billing and usage. Completes monthly branch expense spreadsheet.
- Oversees and manages truck equipment, keys, insurance cards, registrations and gas cards
- Updates truck safety and first aid supplies as needed and in response to quarterly supply update requests.
- Tracks and works with repair and lease service providers to manage repair schedules, costs, swaps and timely returns to minimize costs.

Administrative Responsibilities

- Creates needed POs for truck rentals, repairs, warehouse equipment, etc
 - Tracks mileage for Enterprise truck billing
- Initiates and completes accident paperwork with applicable driver and communicates immediately to HR Manager of all incidents as they occur
 - Coordinates driver testing post-accident (with support of HR Manager)
- Verifies and submits time cards to P/R & Benefits Coordinator per required schedule
- Handles flow of interbranch paperwork

Warehouse & Inventory Control Responsibilities

- Performs general warehouse functions as needed (picking, receiving, put away, unload trucks)
- Handles Amazon processing and management
- Processes customer/Amazon returns
- Performs Cycle counting
- Assists in development of SOPs
- Assists in training new team members

Supervisory Responsibilities

- Responds to Driver questions and issues with guidance from COT Site Manager
- Trains new drivers/driver-warehouse team members
 - Assists in developing/writing Driver SOPs
- Assists in writing employee performance reviews
- Addresses performance issues via corrective action processes (verbal, written warnings, termination with guidance from COT Site Manager and HR Manager).
- Helps interview potential driver and driver/warehouse candidates (under the direction and guidance from COT Site Manager and HR Manager). Performs driving tests with candidates.
- Tracks and maintains DOT certification spreadsheet for all Company Drivers (with support from HR Manager)

Other responsibilities may be assigned as needed and determined by COT Site Manager or Executive managers.

Qualifications

- Valid Class C driver’s license and experience driving 26’ box trucks
- Supervisory/Management experience min 2 years
- Experience with logistics tools (Descartes preferred)
- Experience with order management system (Eclipse preferred)
- Excellent written and verbal communication skills
- Excellent customer service both external and internal
- Demonstrated Process management and improvement skills
- Knowledge of Microsoft Excel, Outlook and Word

Work Environment

Primary work environment is a warehouse/distribution setting not climate or dust controlled. Required to operate a 26’ box truck and on occasion deliver product to customers and/or branches.

Travel

Occasional travel is required to other branch locations and corporate office.

Physical Demands

This position requires a large amount of computer work. Position requires very good physical health to help with loading/unloading trucks, driving, picking/receiving/put away of material while working in a cold/hot environment depending on season. Needs to be able to bend, walk, sit, stand for long periods of time, lift up to 70 lbs.

Position Type and Expected hours of work: Full Time/Regular. 7:30-4:30 Monday – Friday. Hours may change due to work load and delivery schedule requirements. This is an exempt position and will require the time needed to perform responsibilities, meet deadlines and achieve goals to include possible weekends, early mornings and evenings.

Employee’s Acknowledgement

I have carefully read and understand the contents of the position description. I understand the responsibilities, requirements, and duties expected of me and further understand that this is not an exhaustive list of responsibilities, skills, duties, requirements, effort, or working conditions associated with this position. While this list is intended to be an accurate reflection of the current position, the Company reserves the right to revise the functions and duties of the position or to increase or decrease the scope of responsibilities of the position when circumstances dictate, as determined by the Company’s executive management.

I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.

Employee Name

Date