

**RSR GROUP, INC.
JOB DESCRIPTION**

POSITION TITLE: Corporate Operations Director

TITLE OF IMMEDIATE SUPERVISOR: President & CEO

DATE SUBMITTED: February 2021

POSITION SUMMARY:

This position is responsible for oversight of warehouse operations for a high volume, multi-shift distribution center with up to 500 employees by providing strategic and operational leadership. Located at headquarters, this position is focused on developing and implementing strategic plans to ensure the company's service levels are achieved in the most efficient manner. The Corporate Operations Director will analyze warehouse operations and update executive management accordingly, developing plans for improvement when necessary to ensure corporate goals are being met.

REGULAR DUTIES AND RESPONSIBILITIES:

Works with both the headquarters' management team and the warehouse management team to develop and implement warehouse policies, practices, and procedures to maximize efficiencies and production and to insure corporate goals are being met.

Responsible for the overall productivity and efficiency of the warehouse operation. Analyzes warehouse reports and activities to set productivity standards for each position in the warehouse and monitors productivity using various reports and systems, including the Lucas Voice System, RSR's Labor Management System, and ADP time and attendance.

Identifies, evaluates, and recommends business process and system improvement opportunities. Develops project plans, including objectives and benefit analyses. Leads and participates in process improvement teams that involve and impact internal and external customers.

Regularly reviews warehouse camera footage to identify opportunities for improvement.

Researches service errors, identifies root causes, process gaps, and training needs. Partners with the warehouse management team and executive management to create and implement corrective action plans to ensure improved quality to our customers.

Develops and monitors training programs with input from the overseeing managers, Human Resources, and executive management.

Oversees the training and management of warehouse staff to enhance their performance, development, and work product.

Reviews all warehouse associates' performance evaluations and sends reviews to Human Resources for approval.

Evaluates staffing levels in each area of operations with input from the overseeing managers and communicates staffing needs to Human Resources and executive management.

Evaluates warehouse shifts and management structure and makes recommendations to executive management with the overall goal of maximizing efficiency and production.

Works closely with the management team at the facility to promote a positive teamwork environment.

Ensures that the warehouse follows RSR's policies regarding compliance with the Bureau of Alcohol, Tobacco and Firearms' regulations.

Prepares and manages Requests for Proposals for projects, as needed.

Provides general oversight for bimonthly inventory counts, which are conducted on a Saturday.

Regularly visits the warehouse to build relationships, partner on strategic initiatives, and drive success.

Ensures that shipments are made in accordance with RSR's Hazmat policies and procedures and that staff are properly trained in RSR's Hazmat Policy.

Supervises staff in accordance with RSR Group's policies and applicable laws. This includes interviewing, hiring and training employees; planning, assigning and directing work; conducting timely performance evaluations; addressing complaints and resolving problems; rewarding, counseling and terminating employees when warranted.

Ensures performance issues and employee relations issues are properly documented and that the documents are promptly provided to Human Resources for filing. Partners with managers and Human Resources to create and implement corrective action plans to ensure high service levels and operational efficiencies.

Ensures that managers are monitoring and promptly approving time off requests and timecards for their staff and that managers are monitoring staff compliance with the Warehouse Attendance and Promptness Policy, following up on violations of the policy, and documenting the occurrences.

Ensures that managers are promptly monitoring staff's use of RSR's Labor Management System and making adjustments as necessary.

Tracks employees' vacation, sick and personal days as well as any other time taken off.

Conducts department staff meetings as needed.

Ensures that associates comply with RSR Group's security and safety policies. This includes maintaining a clean warehouse that is free of any safety hazards.

STAFF SUPERVISED:

Direct – 1 Operations Manager

Indirect – 14-20: Assistant Operations Managers, Warehouse Managers, and Assistant Managers

Indirect – Warehouse Staff (250-500)

QUALIFICATIONS:

The Corporate Operations Director must have a minimum of five years of warehouse management experience or equivalent industry experience. Bachelor's degree in business, logistics, materials management, engineering or a related field of study is required. MBA or advanced degree is preferred. Strong analytical, creative thinking, problem solving and project management skills are required. This individual must have the ability to read and interpret documents such as operating and procedure instructions and must be able to effectively write reports and correspondence. The Corporate Operations Director must have strong leadership and communication skills with the ability to relate to employees at all levels of the organization. Computer proficiency in Word and advanced knowledge of Excel is required. This position requires regular travel (9 – 12 trips to the warehouse a year).

Physical demands:

While performing the duties of the Corporate Operations Director, the employee is regularly required to talk and hear. The employee is frequently required to walk, sit, use hands to finger, handle, or feel and reach with hands and arms. The employee is also required to stand, climb or balance, stoop and kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision ability required include, close vision, distance vision, peripheral vision and ability to adjust focus.

The physical demands of this job are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DUTIES AND RESPONSIBILITIES MAY BE ADDED, DELETED, OR CHANGED AT ANY TIME AT THE DISCRETION OF THE MANAGEMENT, FORMALLY OR INFORMALLY, EITHER VERBALLY OR IN WRITING.