



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## WAREHOUSE TEAM MANAGER

<b>Group-Section:</b> Business Technology Group – Business Services Section	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 056 <b>Job #:</b> TM056
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### JOB SUMMARY

Responsible for managing the District's centralized warehouse operations including oversight of all field warehouse facilities and associated staff. Areas of responsibility include developing and implementing uniform operating procedures; reengineering the operation to provide customer responsiveness and cost efficiency; implementing technologies as appropriate; conducting warehouse space planning and facility layout; supervising warehouse staff.

### OVERSIGHT

Receives direction from the Contracting Services Unit Manager. Manages and supervises technicians, paraprofessionals and administrative support.

### JOB DUTIES

1. Oversee all District warehouse operations and establish, update and implement uniform procedures. Manage total customer satisfaction and adherence to pre-established customer critical success factors; report and communicate regularly with customers.
2. Reengineer warehouse operation and related supply chain activities to improve customer service, cost efficiency and effectiveness. Examples include determining which items to stock and developing simplified processes for employees to obtain materials.
3. Stay current with changing technologies and external business practices and consider their possible use at Metropolitan.
4. Ensure that appropriate computerized warehouse applications are in place and functioning effectively; develop a variety of statistical analyses.
5. Develop warehouse standards and metrics based upon organizational objectives and customer demands; monitor program performance and daily volumes, product flow, on time orders, and customer related key performance indicators.
6. Conduct warehouse space planning and facility layout and promote economic storage relative to the cost of handling equipment, use of space, potential damage to materials and material handling labor.
7. Coordinate in-bound and out-bound warehouse shipments.
8. Conduct regular warehouse inspections.
9. Oversee quality assurance programs relating to loss and damage claims, loss prevention and recovery, and quality control.
10. Draft a variety of reports and memorandums and make presentations.

11. Supervises staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment; and assess employees' competencies and develop training plans. Train warehouse personnel in warehouse procedures, operations processes and techniques and monitor compliance. Develop clear team goals, strategies, priorities and business plans; track team performance, develop and monitor team budget; evaluate resource needs.
12. Performs other related duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** A high school diploma or general education development test (GED) and fourteen years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or an associate's degree from an accredited college or university and ten years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or a bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

**Required Knowledge of:** industry warehousing and supply chain best practices; efficient warehouse space planning and facility layout; management/supervisory concepts and techniques; budgetary practices, concepts and procedures; relevant federal, state and local laws; negotiation techniques; project management; contract administration; trends and emerging supply chain technologies; customer relationship management.

**Required Skills and Abilities to:** effectively run organization-wide, multiple location warehouse operation; provide and implement best solutions to meet and exceed clients' warehouse expectations in a timely manner; effectively negotiate and analyze a wide variety of complex warehousing issues and problems; use business, inventory management and supply chain applications, conduct warehouse studies and draft a variety of operational analytical reports; develop and implement warehousing policies and procedures; understand statistical process control; manage a diverse work force, develop and motivate staff; develop team goals and priorities; effectively communicate orally and in writing on administrative and technical topics; establish and maintain collaborative working relationships with all levels within the organization and externally.

## **CERTIFICATES, LICENSES AND REGISTRATIONS REQUIREMENTS**

### **Certificates**

- None

### **Licenses**

- California Class C Driver's License

### **Registrations**

- None

## **DESIRABLE QUALIFICATIONS**

Certification through;

- APICS – The Association for Operations Management, Advancing Productivity, Innovation and Competitive Success
- ISM – Institute for Supply Management or
- NIGP – National Institute of Governmental Purchasing

## **PHYSICAL DEMANDS/WORK ENVIRONMENT**

Described here are representative of those that must be met or may be encountered by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

**Physical Demands:** Medium

**Work Environment:** Primarily an indoor work environment typical of an office setting. The work environment may include some exposure to outside elements. May travel to various sites requiring overnight stay.

Job Title: Warehouse Team Manager

Job Code: TM056

Adopted: 01/10/06

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