



Job Title: Warehouse Manager

Supervision: Staff and volunteers

Pay Grade: Salary

Benefits: Negotiable

Reports to: Regional Manager

Location: Memphis, TN

Travel Required: Up to 40%

Who We Are

New South is a farmer-owned cooperative that sells, aggregates, and delivers locally grown produce across the Mid-South. Our headquarters is located in North Little Rock, AR, but we have operations, markets and producers across the state and into Western Tennessee. Our cooperative was formed in 2014 and we have been growing our Community Supported Agriculture program and retailer relationships ever since. We're proud to be fresh, local, and farmer-owned, and are looking for the right person to lead us through our next phase of growth.

Overview of Position

In pursuit of our mission to improve small farm life by growing the local food economy, New South relies on the efficiency and effectiveness of our fulfillment centers. We consider each of our regional warehouses to be a well-oiled machine, driven by a customer-centric mentality. The Warehouse Manager will manage and oversee the receiving, handling, storing, picking, and packing activities within the warehouse, ensuring quality standards are met and safety standards are upheld. The Warehouse Manager is exceptionally detail oriented, and able to track multiple facets of the warehouse at any given time. This position must achieve inventory accuracy, coordinate orders, and track shipping times, ultimately overseeing the fulfillment of all orders in & out of their regional warehouse.

Minimum Requirements

- High school diploma or GED
- 3+ years experience in a warehouse lead role managing hourly employees
- Proficient knowledge of warehouse procedure and policy
- Excellent problem-solving skills and leadership qualities
- Ability to work with all levels of company staff
- Comfortable delivering frequent direct written and oral feedback

Preferred Requirements

- Experience warehousing produce specifically
- Knowledge of the region's local food scene and accounts
- Knowledge of local food sector and market linkages to small agriculture

Responsibilities

<u>OPERATIONS</u> 70%	<p>Supervise daily activities of the warehouse, including quality assurance, inventory control, space management, logistics, floor productivity, shipping, and customer service</p> <p>Schedule and oversee warehouse team to meet the demands of the fulfillment center, and manage the flow and quality of work to maximize efficiency</p> <p>Inspect equipment, tools, and machinery regularly, and oversee general maintenance as needed</p> <p>Regularly analyze and develop actionable plans for productivity and loss prevention</p> <p>Oversee and manage logistics utilized to transport products to customers and internal facilities, communicating with drivers and partners to ensure efficient delivery of packages</p>
<u>COOPERATION</u> 30%	<p>Provide accurate, thorough, and timely reporting to the Regional Manager to ensure high accountability, and proactively communicate on strategic issues</p> <p>Develop a strong working relationship with area Farms</p> <p>Ensure timely and honest, continuous feedback to farmers and partners regarding product quality</p>

Most Critical Proficiencies

- Possession of excellent customer service skills and an understanding of how to most effectively move products in & out of the Warehouse
- Knowledge of general office procedures, including Microsoft Office (i.e. Word, Access, Excel, Outlook) and the ability to create documentation using software required.
- Collaborative team-building skills with strong systems thinking, organization and management skills, and the ability to work with culturally diverse populations and communities.
- Ability to identify challenges proactively and to find solutions quickly
- Ability to research an issue and share findings in an organized and clear manner.

Essential Job Functions and Physical Demands

- Ability to lift from floor to waist and carry up to 50 pounds floor to waist at various locations/project sites, and to work in outdoor temperatures and various weather conditions as needed
- May require constant sitting; working at a computer and focusing for extended periods of time and performing office environment activities while on the road and/or in remote conditions
- Ability to work with sensitive information and maintain confidentiality.
- Ability to exhibit positive, proactive problem-solving and communication skills.
- Demonstrated communication skills (written and oral) for training materials, proposal preparation, public relations and communicating with partners.
- Ability to work independently, enthusiastically and efficiently with minimal supervision.