

JOB DESCRIPTION

OPERATIONS SUPERVISOR

Position Summary

All members of the Sexton Family of Companies team will demonstrate respect and ethical conduct, will work safely, provide excellent customer service, and will work with the team to support superior performance in the achievement of both individual and company goals.

The Operations Supervisor is accountable for managing and coordinating the warehouse and delivery functions, monitoring, and purchasing inventory and for maintaining equipment in order to ensure customer satisfaction and profitable growth.

Key Responsibilities

- Understands and ensures consistent compliance with company policy, procedures, and safe work practices.
- Manage the recruitment, staff scheduling, training and performance of delivery and warehouse employees.
- Maintains positive customer satisfaction by strategically scheduling deliveries and ensuring the load is correct, damage free, secured and delivered to the customers specifications.
- Purchases, receives, and maintains warehouse inventory control in conjunction with the General Manager to meet inventory and fill rate goals.
- Ensures that trucks are loaded and unloaded safely and efficiently.
- Checks and approves all payables regarding vehicles and equipment.
- Provides and analyses reports as required.
- Communicates with sales and warehouse staff to ensure optimum sales, delivery, and customer satisfaction.
- Resolves customer issues with solution-based thinking in conjunction with the General Manager.
- Ensure the building, warehouse, yard, tools, and equipment are maintained and well organized for safe and efficient use.
- Assists employees with the building of customer orders and loading of the orders.
- Provides technical advice to customers and employees when requested.
- Produce quality work and complete tasks with minimal supervision.

As a member of the Kenroc team, employees may be requested to contribute to duties outside of the role's main scope of responsibilities as per required qualifications, licensing, and safety certifications.

Skills & Qualifications

- GED (Grade 12) and 5-7 years of work experience, preferably in the building materials industry
- Forklift/Boom certificate and Class 1A, 3A or 5 driver's license is an asset.
- Fall Arrest, First Aid, Customer Service, Management and Safety training is an asset.

Competencies

- Excellent written and verbal communication skills.
- Strong ability to critically think and problem solve.

Pre-employment Conditions

- Consent to and pass a pre-employment drug test (Policy C-14 Substance and Alcohol Abuse Prevention).
- Consent to and pass a satisfactory (soft) Credit Record Check.
- Execution of a Non-Disclosure, Non-Use, and Non-Solicit Agreement.