**Warehouse Supervisor** 

# **Job description**

**SUMMARY**

**RESPONSIBILITIES**

Responsible for ordering of technical operations materials and equipment, issuance to field staff, maintaining secure inventory storage, and control of materials into/out of the warehouse. Performs initialization, testing, staging, and issuance of customer equipment, to designated field staff, including but not limited to: digital converters, modems, routers, eMTAs.

* Coordinates and oversees the inspection, preparation, and distribution of customer equipment, including conducting initial inspections, moving and organizing equipment in and out of the warehouse, issuing equipment to field personnel, and assisting in inventory reconciliation.
* Coordinate all warehouse operations.
* Moves inventory by scheduling materials to be moved to and from warehouse; coordinating inventory transfers with related departments.
* Delivers supplies and equipment to departments by receiving and transferring items.
* Maintains storage area by organizing floor space; adhering to storage design principles; recommending improvements.
* Maintains inventory by conducting physical counts; reconciling variances; inputting data
* Handles shipping and receiving responsibilities such as packing and preparing items for shipment, loading and unloading trucks, and inspecting and documenting received materials.
* Conducts regular equipment inventory counts and generates and submits appropriate reports.
* Accurately inputs inventory transactions into appropriate databases, spreadsheets, billing systems, and/or information management systems.
* Performs exceptional customer service to internal and external customers.
* Regular, consistent and punctual attendance. Must be able to work nights and weekends, variable schedule(s) and overtime as necessary.
* Other duties and responsibilities as assigned.

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**NECESSARY SKILLS**

* Proper phone etiquette;
* Ability to speak and write clearly and accurately;
* Demonstrated proficiency in typing and grammar;
* Knowledge of relevant software computer applications and equipment;
* Knowledge of customer service principles and practices;
* Effective listening skills;
* Willingness to co-operate with others and work to the greater good;
* Multi-tasking capabilities;

**COMPENTENCIES**

* Exemplary Attendance and Punctuality
* Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
* Focuses and guides self and team members in accomplishing work objectives.
* Interacts with others in a way that gives them confidence in one’s intentions and those of the organization.
* Makes customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships.
* Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
* Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
* Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
* Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
* Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions.  Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
* Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
* Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

This job description is subject to change at any time.