

Operations Manager – 2nd Shift

Company Overview:

KSP Fulfillment is a Veteran Owned, culture driven organization which places a high level of trust and respect on our employees. Our operational processes are formed around our core values of integrity, respect, team empowerment, collaboration, continuous improvement, and quality. Each KSP employee is focused on achieving our company vision and Doing the Right Things for our customers.

Job Description:

As a Warehouse Manager, you will manage warehouse operations, optimize space utilization, and ensure the timely receipt, storage, and dispatch of goods. Your role involves leading a team of warehouse staff, implementing best practices, and maintaining a safe and organized working environment.

Responsibilities:

- Develop and implement warehouse policies, procedures, and operational guidelines to ensure efficient and safe warehouse operations, compliance with regulations, and customer satisfaction.
- Plan and coordinate the receipt, storage, and dispatch of goods, materials, and products, optimizing warehouse layout, storage systems, and workflow to maximize space utilization and productivity.
- Supervise warehouse staff, including warehouse supervisors, forklift operators, pickers, and packers, providing leadership, direction, and training to ensure performance and productivity.
- Monitor stock movements and replenishment activities, ensuring compliance with procedures to maintain accurate inventory records and prevent stockouts or overstocking.
- Ensure compliance with safety regulations, security protocols, and workplace health standards, conducting regular safety inspections, training sessions, and emergency drills to maintain a safe and healthy work environment.
- Utilize warehouse management systems (WMS) and labor management system (LMS) to generate reports and analyze warehouse performance metrics, such as order fill rates.
- Optimize picking, packing, and shipping processes, implementing lean principles, automation, and technology solutions to improve efficiency, accuracy, and order fulfillment speed.
- Collaborate with other departments, such as IT and Customer Experience, to coordinate order processing and customer delivery requirements, ensuring alignment with business objectives.
- Conduct performance evaluations and KPI tracking for warehouse staff, measuring key metrics such as productivity, accuracy, safety, and on-time delivery, and providing feedback and coaching for improvement.
- Manage facility maintenance, repairs, and housekeeping activities, ensuring cleanliness, orderliness, and compliance with environmental regulations and industry standards.

- Execute contingency plans and risk mitigation strategies for emergencies, disasters, or disruptions to warehouse operations, such as power outages, equipment failures, or supply chain disruptions.

Requirements and Qualifications:

- Proven experience in warehouse management, distribution, or logistics operations, with a track record of managing large-scale warehouses or distribution centers.
- Strong knowledge of warehouse operations, inventory management principles, logistics processes, and supply chain best practices, with experience in implementing warehouse management systems (WMS).
- Familiarity with safety regulations, security protocols, and workplace health standards governing warehouse operations, including OSHA, EPA, and FDA requirements.
- Leadership and team management skills, with the ability to lead, motivate, hire, and develop warehouse staff, fostering teamwork, accountability, and a culture of continuous improvement.
- Excellent communication and interpersonal skills, with the ability to build relationships and communicate effectively with internal and external partners.
- Analytical and problem-solving abilities, with the capacity to analyze data, identify trends, and make data-driven decisions to optimize warehouse operations and solve complex logistics challenges.
- Proficiency in using warehouse management systems (WMS), labor management software, and Microsoft Office applications for data analysis, reporting, and communication.
- Project management skills, with the ability to plan, organize, and execute daily order fulfillment goals, warehouse improvement within scope, budget, and timeline constraints.
- Adaptability and flexibility to work in a fast-paced, dynamic environment, managing multiple priorities and adapting to changing business needs and market conditions.

Required Skills:

- Warehouse management
- Inventory management
- Team leadership
- Communication skills
- Problem-solving abilities
- Analytical skills
- Safety management
- Project management
- Adaptability
- Fluent in English

Preferred Skills:

- Fluent in Hmong