

1.0 SUMMARY

A Distribution Center Manager is to provide Fond du Lac Bumper Exchange, Inc. (FdLBEX) with the efficient and properly organized receiving, storage, handling, and control of goods, as well as planning and coordinating sales & delivery activities to meet the Company's sales and profit goals for the assigned territories.

2.0 REPORTING RELATIONSHIPS

- 2.1 A Distribution Center Manager reports to the Customer Relations Manager.
- 2.2 The Local Distribution Center Personnel (Warehouse, Office, Sales, & Delivery) report to a Distribution Center Manager.

3.0 REQUIREMENTS

	Required	Preferred
3.1. <u>Education</u>	High School or Vocational School Graduate.	Selected courses in management.
3.2. <u>Experience</u>	5 to 7 years of experience in automotive aftermarket industry. Clean driving record.	The same plus 2-3 years management experience.
3.3. <u>Skills, Knowledge and Abilities</u>	Knowledge in general warehousing, shipping & receiving, and inventory control procedures. Must have the ability to manage sales related operations. Extensive knowledge of products offered in automotive aftermarket industry. Basic computer skills, including experience with the Microsoft Office package (Outlook, Word, & Excel). Must possess the ability to work closely with diverse groups of people, including Company employees at all levels, customers, and suppliers.	

- 3.4. Physical Body Positions: Standing, sitting, climbing, walking, crouching, and stooping.
- Body Movements: Standing, climbing, & walking for long periods; squatting, crouching, etc., including full range usage of arms, legs and hands, reaching overhead, above the shoulders and horizontally, bending at the waist and stooping, kneeling, or crouching. Must be able to lift and/or carry 75 pounds.
- Body senses: Use of all bodily senses. Must be able to see (20/20 vision with glasses, 20/200 without) and hear (with mechanical assistance if necessary) sufficient to understand and comprehend individuals in one-on-one conversations or on the telephone.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- 3.5. Mental Requires math skills, the ability to problem solve on a daily basis, and coordinate numerous activities at the same time.
- Able to read, write, spell, and orally communicate clearly in English to staff, customers, and vendors.
- 3.6. Management Skills Ability to effectively manage subordinates and prioritize, plan, organize, and control work flow in a team environment.
- Must be able to work under time and budgetary pressures.

4.0 WORKING CONDITIONS

Work area is inside and outside of the warehouse or the office, where conditions can be hot, cold, wet, dusty and/or greasy, etc. Work outdoors for occasional periods of times. Some business related travel is required to customers and office in Fond du Lac.

5.0 RESPONSIBILITIES

The Distribution Center Manager is responsible for:

- 5.1 Safe manner of all operations performed by assigned personnel in the warehouse as well as on the road. Enforce the safety guidelines set by the Company. Report any occurrences to the Safety Director.
- Measurements: Number of work related injuries, accidents, etc.
- 5.2 Accuracy of all transactions performed by assigned warehouse personnel, including physical movements of inventory, paperwork, and computer records.
- Measurements: Number of errors when performing warehouse tasks
- 5.3 Personnel training in proper reporting, product knowledge, shipping, receiving, and quality control.
- Measurements: Amount of product damage
Delays and errors in reports submitted
- 5.4 Reliability of the Distribution Center.
- Measurements: Existence and functioning of a back-up system
Number of delayed or postponed warehouse deliveries
- 5.5 Vehicle Preventive Maintenance Program.
- Measurements: Preventive Maintenance reports
Number of vehicle breakdowns
- 5.6 Developing and implementing, in conjunction with the Customer Relations Manager and the CFO, clear long- and short-term sales plans and budgets.
- Measurements: Variance reports
- 5.7 Meeting Sales plans for assigned territories.
- Measurements: Monthly sales reports
- 5.8 Monitoring competitive activity in the market, identifying new competition and/or changes in competitors' activities.
- Measurements: Monthly reports
- 5.9 Ensuring the quality servicing of customers through monitoring key indicators (such as number of returns & return reasons, number of complaints, number of active customers, etc.) and frequent and random contact with customers.

Measurements: Monthly indicator reports

- 5.10 Professional level of sales personnel through on-the-job coaching and a system of regular training.

Measurements: Sales personnel proficient in Company's products

- 5.11 Collection of cash and/or checks by assigned personnel for COD deliveries.

Measurements: Amount of cash not collected within terms

- 5.12 Daily processing of customer returns in order to have updated inventory records and timely processing of customer credits.

Measurements: Accuracy in processing returns

- 5.13 Processing vendor invoices and packing lists in a timely manner to facilitate the entry of vouchers by the main office to avoid late charges.

Measurements: Accounts payable reports and missing vendor discounts

- 5.14 Accurately, timely bank deposits.

Measurements: Number of delays and accuracy in processing receipts

- 5.15 Performing general responsibilities of FdLBEX employees as assigned by the Company's policies and procedures.

- 5.16 Performing any other related or unrelated, unassigned, unspecified, unusual, or special duty the President may assign from time to time.

6.0 AUTHORITY

The Distribution Center Manager has the authority to:

- 6.1 Formulate and develop local distribution center goals, plans, and procedures.
- 6.2 Require complete information about Distribution Center activities and demand regular reports from the assigned warehouse, office, sales, and delivery personnel.
- 6.3 Promote, demote, or discipline employees reporting to him/her and recommend their hiring or firing, when this is necessary, to the Customer Relations Manager and President.

- 6.4 Assign personnel to tasks and review their electronic time cards.
- 6.5 To place expense Purchase Orders up to a value of \$200 without prior approval of the CFO.
- 6.6 Negotiate:
- Discounts up to 35%. Any discounts greater than 35% must be approved by the Customer Relations Manager.
 - Labor & damage credits up to \$300. Any credits greater than \$300 must be approved by the Customer Relations Manager.
- 6.6 Take any reasonable action necessary to carry out the responsibilities of this position, so long as such action does not deviate from established FdLBEX policies and is consistent with sound business judgment.

7.0 TASKS AND DUTIES

None.

8.0 ACKNOWLEDGMENTS AND APPROVALS

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Distribution Center Manager

Date

President

Date