

Position: Assistant Supervisor Internship (Returns)

Location: Clinton, IA

Department: Clinton Fulfillment

Status: Internship

Reports To: Fulfillment Manager

Internship Length: June 2010 to December 2010

of Positions: 1

Salary: \$2,500 per month

General Description:

Assists with the supervision of the preparation and shipment of products, coordination of personnel staffing and completion of daily shipment records. Communicates operations information to the Inbound/Outbound Supervisor and/or Operations Manager. Position may be required to work second shift hours (Noon - 8:00pm or 10:00am – 6:00pm).

Specific Responsibilities:

1. Performs the following supervisory duties for 30 Temporary Full-Time employees: (50-60%)
 - A. Trains employees.
 - B. Disciplines and/or recommends proper employee disciplinary actions for employees in their work unit.
 - C. Monitors work performance.
 - D. Ensures proper procedures and methods are being used.
 - E. Conducts employee evaluations on employees.
 - F. Schedules employees by determining staff needed on a daily basis.
 - G. Reduces staff through lay off, as needed.
2. Assigns and directs tasks to a work force in the following positions(30-40%)
 - A. Multi packer/pullers.
 - B. Single packer/pullers.
 - C. Oddball product pullers.
 - D. Taper operators.
 - E. Line leads.
 - F. Carton stockers.
 - G. Manifest operators.
 - H. Truck Loaders
 - I. Returns restockers
3. Oversees the completion of all miscellaneous shipments completed by the manual manifest operator. (<5%)
 - A. Green tickets.
 - B. Return to vendor (RTV) items.
 - C. Special shipments.
4. Monitors shipping process for accuracy. (<5%)
 - A. Adequate carrier sortation (PP, UPS, etc).
 - B. Adequate postage applied to parcel.
5. Maintains contact with carriers for daily pickups schedules
 - A. UPS
 - B. Fed Ex
 - C. SpeeDee
 - ~~D.~~ US Postal Service
6. Performs random inspections (packing and pulling) to monitor the quality of outbound packages including: (<5%)
 - A. Taper functioning properly (tape centered, top and bottom of boxes sealed).
 - B. Proper placement of labels.
 - C. Quantity of fill-air in each shipment.
 - D. Guide placement.
 - E. Location of product in carton.
 - F. Size of carton.

- G. Pick carts
- 7. Assist with equipment training for: (15-20%)
 - A. Box Taper
 - B. Forklifts, Order Pickers and Walkies
 - C. Sweeper and scrubber
 - D. Handjacks and carts
- 8. Orientates new hires on production and warehouse procedures. (10-15%)
 - A. Covers all components specific to our facility
 - B. Views video with new hires.
 - C. Prepares and leads tour for new hires
- 9. Assists in orientating new hires on the Safety / OSHA Requirements and Human Resource orientation as needed. (<5%)
- 10. Monitors the safety of all fulfillment employees. (10%)
 - A. Verifies equipment is functioning properly.
 - B. Communicates safety polices to employees.
 - D. Retrains if needed.
- 11. Opens and secures building by utilizing a security code system.
- 12. Assists with receiving dock functions during peak volumes
- 13. Reviews production reports daily.
 - A. Address areas falling short of goal
 - B. Analyze reports to determine trends on performance
 - C. Provide feedback to Inbound/Outbound supervisor on process improvements
- 14. Reports maintenance problems to Inbound/Outbound Supervisor.
- 15. Reviews damaged products and provides recommendations to prevent future damage (larger box, more fill-air).
- 16. Performs as a packer/puller (see packer/puller job description), as needed.
- 17. Performs any other duties as assigned by the Inbound/Outbound Supervisor or Returns Supervisor
- 18. Performs all designated job duties/tasks in other departments as assigned to ensure operating efficiency of the Company and maximum utilization of Company personnel. These assignments may be part of a formalized cross-training program or on an as needed, temporary basis.
- 19. Maintains high security area.
 - A. Performs random parcel checks.
 - B. Registers and investigates unusual security observances
- 20. Documents all situations involving employee misconduct and performance problems according to Company Policy and Procedures.
- 21. Enforces all Company Policies and Procedures.
- 22. Maintains good housekeeping of work area.
- 23. Maintains open line of communication with other departments in the facility
- 24. Performs all designated job duties/tasks in other departments as assigned to ensure operating efficiency of the Company and maximum utilization of Company personnel. These assignments may be part of a formalized cross-training program or on an as needed, temporary basis.
- 25. Performs all assigned tasks in a safe manner according to Company Policy.

Time Allocation:

- 1. Supervising employees. (60-70%)
- 2. Training employees. (20-30%)
- 3. Completing various paperwork. (5-10%)

Skill Requirement:

- 1. Possesses or is currently pursuing a 2 or 4 year degree working towards a degree in Operations/Productions Management, Industrial Safety Management or related major or equivalent work experience.
- 2. Current Junior, Senior, or recent graduate.
- 3. Cumulative GPA of 2.80 or higher/
- 4. Possesses a basic knowledge of supervisory procedures and concepts.
- 5. Able to add, subtract, multiply and divide.
- 6. Able to read, write and speak English.
- 7. Able to give clear, concise instructions.
- 8. Able to deal fairly and firmly with a diverse work force.
- 9. Possesses good communication skills, both oral and written.
- 10. Possesses good organizational skills.
- 11. Able to operate a forklift.
- 12. Able to operate a PC.
- 13. Possesses knowledge in Microsoft Office products including Word, Excel and Outlook.

14. Able to effectively motivate employees.
15. Possesses the understanding and importance of confidentiality regarding employee and company information.
16. Able to work independently, with limited supervision.
17. Able to work scheduled and/or unscheduled overtime on short notice.

Training Time:

More than eight weeks. (320 hours+)

Cycle Time:

August thorough December

Supervision Given:

Provides training/instruction for 30 TFT employees by explaining work processes and procedures.

Supervision Received:

Direct, daily supervision from Inbound/Outbound Supervisor.

Indirect, daily supervision from Returns Supervisor.

POSITION REQUIREMENTS/WORKING CONDITIONS

(541 - Assistant Supervisor, Returns/Warehouse)

	Task/Ability	Task and Ability Description	Percent of Shift
1	Break Schedule	Able to work an eight-hour shift with two ten-minute breaks.	100%
2	Hearing	Able to hear instructions and directions clearly for communicating with co-workers while exposed to continuous low level noise from office or production machinery..	100%
3	Vision	Able to see to read and distinguish printed numbers and letters.	100%
4	Sitting	Able to sit.	20-30%
5	Standing	Able to stand to work at a work station and operate a forklift.	50-60%
6	Walking	Able to walk in order to gain access to production or warehouse area.	50-60%
7	Lifting	Able to lift up to 50 pounds (includes pushing and pulling effort while stationary).	5-15%
8	Carrying	Able to carry up to 50 pounds (includes pushing and pulling effort while stationary).	5-15%
9	Bending	Knees Able to bend at the knees to lift up to 50 pounds. Waist Able to bend at the knees to lift up to 50 pounds.	5-15% 5-15%
10	Twisting	Shoulders Able to twist at the shoulders to lift up to 50 pounds. Waist Able to twist at the waist to lift up to 50 pounds.	5-15% 5-15%
11	Reaching	Left/Right Able to reach to the sides to obtain materials. Front Able to reach to the front to obtain materials and operate production machinery. Overhead Able to reach overhead to obtain materials.	10-20% 40-50% 10-20%
12	Use of hands	Fine Manipulation: Able to use hands for fine manipulation including writing and operating production equipment. Heavy Manipulation: Able to use both hands for manipulation of pallets, boxes and production equipment.	10-20% 5-10%
13	Temperature	Office (65 - 75 degrees) Production (60 - 85 degrees) Receiving/Warehouse (40 - 90 degrees) Cooler (32 - 40 degrees) Freezer (-10 - 0 degrees)	5-10% 90-100% NA N/A N/A
14	Drug Screening	Required.	100%
15	Speech/Communication	Able to communicate in oral and written form with co-workers.	90-100%
16	Climbing	Able to climb ladders and stairs.	10-20%
17	Other	Glare from the CRT. Continuous low level noise.	20-30% 30-40%
18	Criminal Background Search	Required.	100%