

Position: Assistant Supervisor Internship (Receiving)

Location: Monroe, WI

Department: Monroe Fulfillment Center

Status: Internship

Reports To: Swiss Colony Fulfillment Manager
Director of Fulfillment Operations

Internship Length: June 2010 to December 2010

of Positions: 2

Salary: \$2,500 per month

Note: One position will start on 1st shift (7am to 3pm) and then switch to 3rd shift (11pm to 7am) in November, 2009. Another position will start on 1st shift (7am to 3pm) and switch to 2nd shift (3pm to 11pm) in August, 2009.

General Description:

Coordinates and directs the receiving, movement, production and shipping of product and gifts so that quality and efficiency are maintained throughout the department. May perform as Cooler I, II, III Supervisor, Rack Pulling Supervisor, Shrink Machine Supervisor, Inspect Label Supervisor, Singles Supervisor, Replenishment Supervisor, Component Pulling Supervisor, Freezer Supervisor or Receiving Supervisor.

Specific Duties:

1. Completes daily Labor Data Collection functions.
 - A. Sets up Kronos Clock and follows procedures for entering start time and department for employees working in specific areas.
 - B. Changes an employees area during the shift by following procedures to set up Kronos for the next job assignment.
 - C. Sets up the clock to scan employees out and directs them to scan a second time at the door.
 - D. Corrects and reports any exceptions per Kronos procedures.
2. Assigns daily tasks to employees.
 - A. Determines needs based on production schedule.
 - B. Assigns employees to specific duties based on past work history and overall skills.
3. Coordinates department activity to ensure efficient operation of the department.
 - A. Assures that area is ready for production.
 1. Assures sufficient product is on hand to meet daily production needs.
 2. Investigates product discrepancies or shortages.
 3. Assures sufficient personnel are present to complete production for that day.
 - B. Monitors production rates.
 1. Calculates rate necessary to meet or exceed production objectives.
 2. Determines if corrective action is needed to increase the production rate.
 3. Makes adjustments, as needed.
 - C. Investigates any problems pertaining to running the line.
 1. Product shortages.
 2. Breakdown in the computer system.
 3. Missing products.
4. Trains all Temporary employees in their job duties.
 - A. Assigns employee to their workstation.
 - B. Explains safety guidelines.
 - C. Demonstrates proper performance procedures.
 - D. Answers any questions.
 - E. Observes employee performance.
 - F. Corrects any errors in procedure.
5. Supervises Temporary Full Time employees.
 - A. Periodically evaluates the work performance of the employees (quality, efficiency, quantity and accuracy.)
 - B. Provides direction to the employees when confronted with difficult situations.

- C. Provides an open line of communication for the employees regarding problems, ideas and solutions.
- 6. Assists Temporary workers with any questions or concerns regarding the performance or quality of job duties.
- 7. Performs any of the following "off season" tasks:
 - A. Preventive maintenance.
 - B. Installation of new equipment.
 - C. Upgrading of existing equipment.
 - D. Completion of Gift Orders.
- 8. Performs the duties of the following positions (refer to the individual job descriptions):
 - A. Shipping Line Lead.
 - B. Shipping Lineworker.
 - C. Order Picker.
 - D. Machine Operator.
 - E. Truckloader.
 - F. Forklift Operator.
 - G. Receiving Vendor Products
 - H. Picking Component Orders
 - I. Coordinating Inbound Putaways
- 9. Monitors employee performance.
- 10. Documents all situations involving employee misconduct and performance problems according to Company Policy and Procedure.
- 11. Recommends proper employee disciplinary action regarding employees within the work unit.
- 12. Enforces all Company Policies and Procedures.
- 13. Maintains good housekeeping of work area.
- 14. Performs any duties as assigned by the Swiss Colony Fulfillment Manager, Director of Fulfillment Operations or Receiving Shift Supervisor.
- 15. Performs all assigned task in a safe manner according to Company Policy.

Time Allocation:

August 23rd - September 10th (3 weeks):

- 1. Shipping/Receiving duties: Order picking, shipping, labeling, Component Pulling. **(80-90%)**
- 2. Training for various shipping/receiving positions. **(10-20%)**

September 13th - October 8th (4 weeks):

- 1. Shipping/Receiving duties: Order picking, shipping, labeling, Component Pulling. **(50-60%)**
- 2. Training for various shipping/receiving positions. **(20-30%)**
- 3. Supervising Temporary employees. **(10-20%)**

October 11th - October 29th (3 weeks):

- 1. Performing duties of various Shipping/Receiving positions. **(50-60%)**
- 2. Training Temporary employees. **(10-20%)**
- 3. Supervising Temporary employees. **(10-20%)**
- 4. Processing paperwork. **(5-10%)**

November 1st - End of Internship (7 weeks):

- 1. Supervising and training temporary employees. **(55-65%)**
- 2. Processing paperwork. **(15-25%)**
- 3. Performing duties of various Shipping/Receiving positions. **(10-20%)**

Skill Requirements:

- 1. Possesses or is currently pursuing a degree in Production/Operations Management, Engineering, or related major.
- 2. Possesses above average communication skills in both oral and written form.
- 3. Able to add, subtract, multiply and divide.
- 4. Able to read, write and speak English.
- 5. Able to give clear, concise instructions.
- 6. Able to work independently with limited supervision.
- 7. Possesses above average organizational skills.
- 8. Able to make decisions independently.
- 9. Able to effectively motivate temporary employees.

Equipment Used/Machines Operated:

Shipping

1. CRT. (20-30%)
2. PC. (10-20%)
3. Ten Key Calculator. (10-20%)
4. Telephone. (10-20%)
5. Fax Machine. (5-10%)
6. General Office Equipment. (<5%)
7. Shrink Wrap Machine. (<5%)
8. Hand Jack. (<5%)
9. Utility Cart. (<5%)
10. Postal Meter Machine. (<5%)
11. Glue pot Dispenser. (<5%)
12. Forklift. (<5%)
13. Crimpers. (<5%)
14. L-seal Machine. (<5%)
15. Labor Data Collection. (<5%)

Receiving

1. CRT. (10-20%)
2. PC. (10-20%)
3. Ten Key Calculator. (15-25%)
4. Telephone. (5-10%)
5. Fax Machine. (5-10%)
6. General Office Equipment. (<5%)
7. Pallet Wrapper. (10-20%)
8. Hand Jack. (10-20%)
9. Forklift & Walkie. (20-30%)
10. Order Picker. (20-30%)
11. Labor Data Collection. (<5%)

Training Time:

More than four weeks. (160+ hours)

Cycle Time:

Shipping - September through November.

Receiving – June through December.

Supervision Received:

Shipping - Direct, daily supervision from the Swiss Colony Fulfillment Manager and Director of Fulfillment Operations.

Receiving – Direct daily supervision from the Swiss Colony Receiving Shift Supervisor.

Supervision Given:

Involves scheduling, supervision, and evaluation of 10-50 temporary Shipping/Receiving employees who perform homogeneous, integrated work assignments.

Written By:

ML 5/95 (Revised)

ML 10/95 (Revised)

R.H. 2004 (Revised)

POSITION REQUIREMENTS/WORKING CONDITIONS

(842 - Assistant Fulfillment Supervisor Intern)

	Task/Ability	Task and Ability Description	Percent of Shift
1	Break Schedule	Two 15 minute paid breaks during an eight hour shift.	100%
2	Hearing	Able to hear to communicate with Supervisors, Leads and employees.	90-100%
3	Vision	Able to see to check equipment, verify work performance, monitor staff.	90-100%
4	Sitting	Able to sit to complete paperwork and attend department meetings.	5-10%
5	Standing	Able to stand to check equipment, monitor staff performance.	20-30%
6	Walking	Able to walk to move from area to area to check work performance.	50-60%
7	Lifting	Able to lift up to 50 pounds occasionally.	10-20%
8	Carrying	Able to carry up to 50 pounds occasionally.	10-20%
9	Bending	Knees Able to bend at the knees to properly lift. Waist Able to bend at waist to lift properly, monitor work performance.	10-20% 10-20%
10	Twisting	Shoulders Able to twist at the shoulders to operate various equipment. Waist Able to twist at the waist to operate various equipment.	50-60% 50-60%
11	Reaching	Left/Right Able to reach laterally to operate equipment while performing work duties. Front Able to reach forward to operate equipment while performing work duties. Overhead Able to reach overhead to perform work duties.	40-50% 40-50% 5-15%
12	Use of hands	Fine Manipulation : Documenting information and completing paperwork. Heavy Manipulation : Operate material handling equipment and moving pallets and crates..	10-20% 70-80%
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% 30-40% 30-40% 10-20% NA
14	Drug Screening/Criminal Background Check	Required.	100%
15	Speech/Communication	Able to speak to Leads, Supervisors and employees.	50-60%
16	Climbing	Able to climb stairs to/from upstairs offices.	5-10%
17	Other	Continuous moderate warehouse noise.	20-30%