

# Parts & Warehouse Supervisor

Revision 02/2010

## Primary Accountability

The Parts & Warehouse Supervisor is accountable for achieving annual customer sales targets and merchandise support of internal operations for Standard Heating & Air Conditioning.

## Essential Duties and Responsibilities

Plans, directs, and is accountable for the effectiveness of Standard Heating's Parts & Warehouse functions by performing the following duties:

- Hires, develops, reviews and retains a highly productive and effective parts and warehouse staff.
- Answers questions and takes sales orders in person, over the phone and via email for field technicians and the general public.
- Assist with workload overflow of all the tasks in the parts & warehouse department.
- Balance the till and batch out credit card transactions on a regular basis.
- Responsible for tool and uniform sign-out and issuing; assist department managers with exiting employee tool and uniform reconciliation.
- Administer and process all warranty claims.
- Work closely with Purchasing Coordinator in ordering parts, maintaining stock, scheduling and coordinate incoming deliveries and shipments.
- Work closely with Purchasing Coordinator on inventory control including coordinating and performing monthly inventory counts, routine audits of inventory, identifying loss inventory, and resolution of loss/missing inventory.
- Oversee basic maintenance, repair and janitorial activities for the overall facility.
- Responsible for identifying cost saving opportunities, and process improvements related to the operation of the Parts & Warehouse department.
- Track and develop reports to identify progress of cost saving initiatives and process efficiencies.
- Establishes reasonable and effective forecasting of purchasing needs in collaboration with Purchasing Coordinator.
- Work interactively with all departments
- Perform all other duties as assigned.

Hours: Mon - Fri 7:00am-3:30PM, Saturday 9am-12pm as scheduled.

## Essential Qualifications/ Background/ Experience

### Poses:

- 2+ years supervisor experience in parts or warehouse environment.
- Hands-on approach to managing people and operations.
- Must have a good understanding of inventory control.
- Skilled in the use of part catalogs and cross-referencing part numbers
- A demonstrated record of delivering results and achieving success in a performance driven environment.
- High personal integrity.
- Excellent customer service skills
- Ability to:
  - Build and mentor a team that is flexible and dependable.

Reports To: President