



## JOB POSTING

### Career Opportunity (Resume Required)

Reference Number:	782392BR
Department:	PDC Operations – Cornwall
Number and Type of Positions:	(2) Full Time Team Leader
Task:	Team Leader
Shift and Department	TBD

#### Job Summary

This position is responsible for supervising daily operations including scheduling, hiring and training of Associates

#### Specific Duties and Responsibilities

1. Plans and schedules personnel to ensure proper staffing in order to receive, order fill, or ship products in a productive, safe, and cost-efficient manner.
2. Conducts daily start-up meetings; organizes daily assignments/workload to Associates, and assigns duties accordingly. Establishes or adjusts work assignments to meet daily production schedules.
3. Trains Associates in the proper execution of standard operating procedures (SOP's). Implements and ensures they are followed, and verifies the accuracy and completeness of all records/documentation activities within the work group.
4. Ensures that product is received, and orders are filled and shipped to the client in a timely manner to maximize customer service.
5. Maintains time and attendance, productivity, and quality records daily. Prepares and generates the daily productivity report (TPR) for management. Monitors and reports on the key performance indicators (KPI's).
6. Participates in the selection of Operations Associates; implements departmental training and job rotation activities; initiates plan to motivate Associates; administers performance management (coachings, progressive discipline) including the annual review process; provides development and training in all functional areas.
7. Promotes a positive, inclusive work environment through effectively communicating and interpreting Company policies for Associates; coaching and counseling, responding to general inquiries, analyzing and resolving work problems in a timely manner and in accordance with company policies (i.e. open door, progressive discipline, effective documentation and follow-up).
8. Demonstrates and leads by example the value of Health and Safety.
9. Maintains employment related programs and procedures, including health & safety and housekeeping programs, in order to ensure compliance with the relevant legislation and company policy.
10. Provides input into budget as required, and adheres to budget requirements. Participates in continuous improvement initiatives by suggesting changes in operational procedures, productivity standards, staff planning and allocation, working conditions and use of equipment in order to increase efficiency of department.

## Position Requirements

- Completion of grade 12 education or equivalent, complemented by previous experience in a warehousing coordination or lead-hand role. Completion of relevant post-secondary courses from a Business Management, Operations Management, or Inventory Control program would be considered an asset.
- Advanced knowledge/understanding of shipping/receiving procedures including computerized systems for order fulfillment and inventory management.
- General knowledge of Health and Safety including Occupational Health and Safety Legislation and Regulations for Industrial Establishments, Hazard Recognition, Material Handling Equipment, Personal Protective Equipment (PPE), Machine Guarding, and Electrical Safety.
- Project support skills including coordinating the requirements of a project plan; understanding and applying principles of project control; ability to manage projects within one or more systems.
- Supervision of staff on a daily basis; ability to lead, motivate and manage a team; strong customer service orientation.
- Organizational skills including planning and scheduling work, maintaining accurate records (productivity report, time and attendance, vacations, etc.).
- Issue management skills (time management; interpersonal skills including conflict management; information gathering skills; problem solving/analytical decision making skills; team building skills to build collaborative working relationships)
- Communication skills including written (reports, memos, schedules, etc.); verbal (employees, managers) and facilitation (employee training).
- Computer skills including word processing, spreadsheets, and e-mail; knowledge of mainframe applications.
- Ability to work in a fast-paced environment, handle high volume workload, and work flexible shifts including overtime as required.

## Working Environment

- This position requires confidentiality in dealing with vendor, carrier, and client information; employee performance information; and specific business objectives and financial information of the Company.
- There is constant pressure to ensure the timely movement of product in and out of the distribution center.
- Works in a fast-paced environment within deadlines that are competing and unpredictable. Must handle frequent interruptions and inquiries from Associates and management from internal departments. Must address flow through issues or bottlenecks, changes in volume, and/or changes in customer demand with a sense of urgency.
- Works in close proximity to a warehouse environment with frequent exposure to the warehouse-operating environment (temperatures as low as -20 degrees Celsius), under conditions of minor risk of injury and low physical effort (can include light lifting) during periods of each shift.
- May be required to work flexible and/or extended hours in order to address business needs.

Posting Date:	<b>January 20, 2017</b>
Closing Date:	<b>January 26, 2017</b>