

## **Job Title: Returns Supervisor**

### **Job Summary:**

To direct and co-ordinate the Returns team including daily tasks and activities. Assign and organise staff to ensure full contract coverage at all times. Ensure efficient and cost effective fulfilment of customer requirements. Proactively look for process improvements with a methodical and consistent approach. Take responsibility and ownership in problem resolution.

### **Job Content:**

- Manage the Returns function coordinating tasks and activities to ensure effectively meeting operational demands
- Responsible for overall productivity within the designated team
- Ensure activities are cost effective
- Manage levels of manpower and other resources
- Actively support operational change whilst effectively minimising disruption to production and service
- Manage and co-ordinate operational activities to ensure the required level of service is provided to the customer
- Maintain and improve performance levels to maximise efficiency of operation in line with site KPI's
- Attend briefings and ensure effective communications within the Operational Team
- Responsible for communication of issues/information to line manager e.g. warehouse accuracy
- Be proactive in the development of team members and meet with them on a regular basis
- Recognise training needs and provide solutions to ensure that staff are given the knowledge required to carry out their role
- Advise, lead and motivate team members and allow them to implement corrective measures
- Maintain and promote good industrial and employment relations on site and ensure potential problems are dealt with at an early stage
- Pro-actively manage staff welfare and performance improvement initiatives and core values

**KPI's:**

- Booking in of returned and new products within customer SLA
- Completion of department objectives

**Performance Standards:**

- Client products booked in and located within relevant management system
- Resource management, ensuring adequate allocation of resource and appropriate hours of work
- Health & Safety issues raised immediately
- Working knowledge of contracts and client SLA's
- Adherence to and promotion of ILG core values
- Compliance with company dress code

**Selection Criteria**

- Previous experience of successfully operating in a supervisory role in a Warehouse operation (desirable)
- Previous experience of returns with demonstrable attention to detail and accuracy
- Sufficient experience and knowledge of warehouse operation to effectively manage designated area to provide excellent level of service to the customer
- Ability to support the Operations Support Manager in the performance management, development, mentoring and coaching of members of designated team
- Ability to co-ordinate and delegate within a team whilst remaining operationally hands on, with the capability to co-ordinate daily activities
- Methodical and able to demonstrate the ability to prioritise workload and tasks
- Possess an understanding of 3EX.Net and Snap warehouse management systems and MS office packages (Excel, Word, Outlook)
- Understanding of, and ability to apply, warehouse, health, safety and security laws & regulations
- Ability to react within a complex and growing operational environment
- Forward thinking with the ability to "think on your feet"