

*SEE ROCK CITY, INC.*  
**JOB DESCRIPTION**

Title: <b>WAREHOUSE TEAM LEADER</b>	Team: Warehouse
Reports to: Retail Inventory Manager	Status: Full Time, Hourly

**Summary:**

*Manages the day-to-day operating functions of the warehouse. Keeps warehouse orderly and running smoothly.*

**Responsibilities:**

- Leads team in accordance with Culture of Excellence and operational goals.
- Models appropriate guest and partner interaction at all times.
- Inputs all data for purchase order information and/or merchandise returned to vendors for credit.
- Maintains a clean and organized warehouse.
- Ensures that all merchandise received is processed timely and accurately.
- Ensures that all paperwork is handled timely and accurately.
- Supervises and trains partners assigned to work in the warehouse.
- Prepares the weekly schedule for warehouse partners and sends to the Retail Operations Manager
- Assists Retail Inventory Manager in the ongoing accountability and performance of team members, coaching and counseling partners as needed and assisting in the preparation of formal feedback, at times.
- Jointly prepares the budget for Retail Supplies with the Retail Inventory Manager.
- Monitors work hours to ensure team stays within budgeted parameters and overtime is kept to a minimum in line with organizational standards.
- Processes online, telephone, and mail orders with follow up correspondence as needed.
- Ensure the timely pulling of stock lists and inner-stores.
- Ensure the timely delivery of retail merchandise between shops.
- Assists Retail Inventory Manager with creating Wholesale Sales Orders
- Communicates with Wholesale Customers to help ensure timely reorders are placed
- Communicates with delivery companies (i.e. UPS, FedEx, Freightlines).
- Ensures excellent guest service in all aspects, in line with the organization's mission and guest service standards at all times.
- Complies with organization's employment policies and procedures at all times.
- Performs other duties as assigned by management.

**Qualifications:**

- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests
- Ability to work a flexible schedule, including nights, weekends and holidays.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; read and analyze business correspondence; to develop and write reports.
- Either has received or is pursuing a high school diploma or GED; six months related experience; or equivalent combination of both.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to supervise and manage up to 5 partners.
- Sales experience a plus.
- Proficient in Microsoft Office, including Outlook, Word and Excel, as well as good computer skills overall.
- Possess a current driver's license and good driving record.
- Ability to stand, walk, stoop, kneel and crouch; Use hands to handle merchandise, and use cash register, and lift/move up to 50 pounds.