

Job description- Warehouse Manager

Warehouse managers oversee the safe receipt, storage, retrieval and timely dispatch of goods. They ensure workplace health and safety requirements are met and take responsibility for the security of the building and stock.

They plan the arrangement of goods within the warehouse and organize special requirements for certain stock, such as chilled goods or fragile products.

They ensure productivity targets are met and maintain computerized administration and automated storage and retrieval systems.

They manage teams of workers and deal with personnel issues such as the recruitment, training and discipline of staff. Some managers also oversee picking, packing and distribution activity.

» Typical work activities

Work activities will depend on the size of the operation:

- In large storage operations, managers have a more strategic role and deal with planning, administration and general management issues, which will include the day-to-day supervision of staff, and overseeing work organized by team leaders (who then report to the manager).
- In a small operation, a manager will do more practical, 'hands-on' work.

Typical work activities include:

- motivating, organizing and encouraging teamwork within the workforce to ensure set productivity targets are met;
- training staff and monitoring their performance and progress;
- communicating with other departments, staff groups and customers;
- overseeing stock control and processing orders;
- ensuring quality, delivery and budget objectives are met;
- delivering and fulfilling objectives and directions from the operation's headquarters;
- carrying out responsibilities for the use of automated and computerized systems;
- responding to and dealing with customer communication by email, fax and telephone;
- keeping stock control systems up to date and planning future capacity requirements;
- producing regular reports and statistics on a daily, weekly and monthly basis;
- briefing team leaders on the issues for that particular day;
- visiting customers to monitor the quality of service they are receiving;

- ensuring the health, safety, cleanliness and security of the work environment;
- Overseeing the planned maintenance of vehicles, machinery and equipment.