



OPERATIONS MANAGER

Job Description

Company Description:

Gabi's provides workforce training, education, and other support programs to people with special abilities, to help them secure employment, contribute to society, and live a purposeful, rewarding life.

Job Summary:

To oversee all operations and operations staff, including but not limited to –

- Ensuring compliance with all safety and quality standards, policies, and regulations.
- Ensuring all equipment is operated with safety a higher priority than speed.
- Creation and completion of pack-out work orders and customer fulfillment work orders including but not limited to: safety, quality control checks, reporting and metrics, equipment, proper supplies planning, training instructions, materials planning, maintaining/improving employee efficiencies, and overall employee-related skills.
- Responsible for all organization and planning for operations including shipping and receiving, inventory management, customer service, and transportation.
- Serving as the subject matter expert in all aspects of the Warehouse Management System.

Duties/Responsibilities:

- Suggest and initiate plans to motivate workers to achieve work goals.
- Facilitate daily debriefs with senior management.
- Ensure all safety procedures and quality control are met according to company and client standards.
- Develop ongoing priorities and communicate those priorities with the team to make sure business goals are met.

- Suggest to senior management any equipment needs to improve safety, quality, and efficiency throughout Operations.
- Review and monitor the production forecast, on-hand inventory, and schedule to execute pack-out and fulfillment priorities.
- Review quality assurance and hourly checks throughout the shift and log findings for baseline and long-term improvement plans.
- Safely operate pallet jacks or forklift for moving and loading pallets of materials and finished goods.
- Responsible for all inventory transactions in the warehouse management system (creating bills of lading, inventory movements, material receipts, etc.)
- Immediately address any safety or quality concerns.
- Coordinate with carriers and drivers for incoming and outbound deliveries and shipments. Ensure accurate receipt information for all deliveries and shipments by verifying the bills of lading and packing slips.
- Assist in creating new inventory, shipping and receiving procedures.
- Ensure the use of stretch wrapping for palletizing finished goods.
- Maintain inventory and perform cycle counts on a regular basis with accuracy using the warehouse management system.
- Inspect all incoming material for damage and report.
- Maintain and organize warehouse locations to ensure safe housekeeping of the warehouse.
- Ensure all client labeling requirements for outbound shipments are met.
- Make sure all carrier pickups and deliveries are scheduled.
- Other duties as assigned.

Education, Qualifications and Experience:

- A minimum of 1 year of experience with warehouse/order/inventory management systems.
- A minimum of 1 year of experience supervising teams in warehouse operations.
- Proficient in Excel, Google Sheets, and have some inventory management experience.
- Strong background in people skills and hands-on front-line supervisory experience preferred in the area of pack-out and fulfillment.
- Bachelor's degree.

The ideal candidate has:

- A passion for the mission of Gabi's.
- A true "team player" and continuous improvement mindset.

- The ability to work independently and take initiative in a “start-up” environment.
- A knack for organization, time management, and prioritizing tasks.
- Excellent interpersonal communication skills.
- An intuitive ability to calmly and quickly problem-solve.
- Strong analytical skills.
- A positive, “get it done” attitude.
- Strong attention to detail.

Physical Requirements:

- Prolonged periods of standing.
- Must be able to lift 25 pounds at times.

Hours:

- Full-Time, Monday through Friday 8 am - 5 pm. (NOTE: While operations cease at 4 pm, this is a salaried position and will likely require an hour or so of daily work beyond 4 pm and occasionally on a weekend.)

Work Location:

- Dock 1053, 1053 E. Whitaker Mill Rd., Raleigh, NC 27604

Gabi's is an equal-opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

<https://www.gabispals.org>