

**Employee Name** \_\_\_\_\_

**I will be successful as a WAREHOUSE MANAGER when I do the following:**

1. Contact customers and sales associates (when necessary) to coordinate the scheduling of deliveries and service calls.
2. Oversee the preparation of merchandise for delivery, which includes pulling, unpacking, careful evaluation, and any necessary repairs.
3. Create daily delivery and service schedules (manifests).
4. Coordinate with the Merchandising Manager or Store Manager to deliver and place merchandise in our retail store locations as well as pick up sold items.
5. Manage the maintenance of the interior and exterior of the physical plants and vehicles by utilizing internal employees or initiating the services of vendors when necessary.
6. Oversee the prompt and accurate receiving of incoming merchandise, which includes documentation and paperwork processing.
7. Manage the vendor charge back program by communicating with the vendor, completing the proper internal paperwork, and handling the merchandise according to the solution being used.
8. Manage the process of returning incorrect or damaged merchandise.
9. Document and process the collection of CODs.
10. Hire, train, and manage a productive and efficient team of warehouse associates.
11. Conduct disciplinary action when necessary.
12. Other assignments or duties may be assigned.

**I have received training on each of the above and understand the requirements.**

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Supervisor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**The Bolger Group – [www.BolgerGroup.com](http://www.BolgerGroup.com) – (740) 503-8875**

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This document provides support material for an article on "Focus on fundamentals in inventory, training, and facility management to drive performance" in *Distribution Center Management*.

Interested readers may learn more or purchase a copy by visiting <http://www.DistributionGroup.com> or phoning 800-232-4313.