Fulfillment & Delivery Supervisor
UF4116

Job Overview:

The Fulfillment and Delivery Supervisor provides oversight at the direction of management onsite to coordinate routine work activities of employees engaged in operations, fulfillment, deliveries, and services at various locations. This also includes supervision of route assignments, route delivery, and transportation activities to. ensure that all deliveries are completed in a timely manner. Controls vehicle maintenance schedules and records, such as accident reporting and vehicle inspections, as required by contracts and regulations.

The Fulfillment and Delivery Supervisor also provides support to management in the daily oversight of employees and key functions. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business needs and client requirements.

General Responsibilities:

- Supervise daily delivery operations.
- Plan staffing needs and schedule employees.
- Assign drivers and vehicles to convey freight.
- Communicate with customers to determine driver needs and schedules, notify drivers of assignments, and enter assignment data in the computer database.
- Ensure quality standards and productivity goals are achieved for receipt and shipment of product with safety being a priority.
- Develop orientation and training for transportation staff and conduct orientation and training.
- Understand and follow all Sodexo and client policies and procedures.
- Assist in ensuring a safe working environment.
- Assist in monitoring employee productivity and provide suggestions for increased productivity or enhanced service.
- Oversee the day-to-day activities of team members and assign specific work or functional activities as directed by on-site management.
- Performs day-to-day assignments in addition to oversight duties.
- Promote the development of the food service team.
- Attend all allergy and foodborne illness in-service training.
- Comply with all Sodexo HACCP policies and procedures.
- Report all accidents and injuries in a timely manner.
- Comply with all company safety and risk management policies and procedures.
- Participate in regular safety meetings, safety training and hazard assessments.
- Attend training programs (classroom and virtual) as designated.
- May perform other duties and responsibilities as assigned.

Job Qualifications:

Experience/Knowledge:

- High School diploma, GED or equivalent work experience required.
- Minimum 2-4 years of experience working in a warehouse, transportation, purchasing, customer service, sales or similar supply chain department

Skills/Aptitude:

- Exceptional problem-solving skills
- Excellent verbal and written communication skills
- Ability to use a computer and proficient in Microsoft Office
- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Basic food-handling skills.

License/Qualifications
Certifications:

- Valid state driver's license required.
- Food handler card / Servsafe Certification

General Qualifications:

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Attends work and shows up for scheduled shift on time with satisfactory regularity in light of Sodexo time and attendance policy and/or client operating hours.
- Ability to work a flexible schedule if needed.
- Must comply with any dress code requirements.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus, with or without corrective lenses
- Significant walking or other means of mobility
- Ability to work in a standing position for extended periods of time, up to 8 hours
- Ability to reach, bend, stoop, push and/or pull and frequently lift up to 35 pounds. Occasionally lift/move 50 pounds.

Working Conditions (may add additional conditions specific to defined work location):

- Generally, the duties of this job are performed in an indoor setting in a controlled, temperate environment; however, may participate in and supervise outside activities and events and be exposed to heat/cold
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment, however, may be exposed to heat/cold during support of outside activities
- The noise level in the work environment is usually moderate to loud
- Wears protective clothing and/or Personal Protective Equipment required by the work environment or governmental regulations

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee_____ _____
Date_____
Manager_____ _____
Date_____