



Operations Supervisor

The Supervisor provides “hands-on” proactive management of the employees engaged in the daily pick-up, handling and delivery of packages and freight, within prescribed standards of cost, efficiency, accuracy and on-time distribution. Implements new procedures to improve operational effectiveness and provides performance reports for management as required. Acts as a proactive member of the Sales resource team in the provision of Customer service solutions.

Duties and Responsibilities:

- Recruits, orients, trains, schedules, manages and recommends discipline for all operations staff.
- Establishes/implements productivity, quality and cost measurements & strategies to achieve desired operational results.
- Responsible for Undeliverable Department
- Ensures timely and accurate distribution of inbound and/or outgoing freight daily, in accordance with established standards and procedures.
- Completes accurate and timely reports for management as required (staff schedules, attendance records, recruitment/ payroll documentation, dangerous goods incidents, WCB reports, on hands, load quality, arrival/departure).
- Ensures successful implementation & continued application of scanning technology.
- Applies appropriate leadership/management style with open communication (i.e., communicates Corporate strategic plan, recognition of individual/team contributions) to motivate staff.
- Ensures sufficient staff resources, materials and supplies on hand at all times.
- Ensures warehouse is organized and set up for next shift.
- Maintains equipment, in safe, efficient operating condition at all times.
- Establishes/maintains a proactive safety program in compliance with legislative requirements and the collective agreement.
- Ensures Owner/Operators have qualified and trained relief drivers.
- Investigates employee complaints/grievances, prepares written replies and liaisons with the Manager, Employee Relations & Service Centre Manager re: final responses.
- Establishes/maintains a proactive security program to safeguard the company’s physical assets.
- Implements & follows up on Customer Service solutions as determined by Sales resource team.
- Identifies/tracks/adjusts operation to meet route service (SQI) standards by auditing & measuring productivity (KPI).
- Reroutes/guides operations as necessary to meet operation changes & emergencies.
- Updates shift supervisors and operations and sales management on issues as required.

- Addresses Customer complaints and escalated items in a professional, expedient manner
- Performs other assignments (i.e., assists Service Centre Manager) as required

Minimum Qualifications:

- Excellent interpersonal skills.
- Proven communication skills - written & oral
- Demonstrated leadership, analysis & problem solving skills.
- PC skills (Word processing & spreadsheet).
- Working knowledge/interpretation of Collective Agreements & Occupational Health & Safety Act.
- Demonstrated drive, initiative & flexibility to ensure task completion.
- Demonstrated time management & organization skills.
- College or University designation in an appropriate discipline.
- Manage multiple activities/deadlines.
- Demonstrated leadership skills.
- Demonstrated ability to be assertive.
- Must take Transport of Dangerous Goods & WHMIS training courses.

Preferred Qualifications:

- 3 years' warehouse/on road operations experience in courier industry.
- Knowledge & compliance with Dangerous Goods/WHMIS special handling procedures.
- Prior working experience with quality/process improvement initiatives.

Interested applications can email their resume to cantalent@dhl.com