

Job Description – Distribution Center Manager

Reports to: Vice President, Operations

Supervises: Warehouse Manager, Warehouse Supervisor, Inventory Analyst

Job Function: Effectively lead FRM Distribution Center operations, including personnel, inventory management, receiving, shipping, equipment, expenses, and overall facility needs. Establishes and maintains effective policies and procedures to ensure FRM customer and manufacturer success while supporting sales and profitability.

Key Responsibilities:

Operations & Team Management

- Lead the entire FRM Distribution Center warehouse team.
- Enforce FRM Safety Policies and assist with adjustments as needed.
- Recruit, hire, and, when necessary, terminate warehouse associates in coordination with the Warehouse Supervisor and Warehouse Manager.
- Train warehouse personnel on FRM policies and procedures.
- Ensure warehouse team members are properly cross-trained across all areas of FRM warehousing.
- Assist Warehouse Supervisor/Manager with staff meetings and conduct annual performance reviews for direct reports.
- Assess strengths and weaknesses of operations staff and delegate responsibilities accordingly.
- Identify opportunities to improve efficiency, safety, and customer service.

Inventory & Logistics

- Collaborate with FRM inventory personnel and manufacturers to maintain adequate inventory levels.
- Oversee physical inventories.
- Own FRM logistics needs related to inbound and outbound shipments; maintain effective relationships with LTL carriers and freight brokers.
- Lead onboarding of new manufacturers into the warehouse; document and train staff on associated policies and procedures.

Facility & Equipment Management

- Maintain building maintenance schedules.
- Manage warehouse equipment and associated maintenance, partnering with approved FRM service providers.

Leadership & Culture

- Lead by example through servant leadership.
- Present a professional demeanor with all FRM associates, manufacturers, and distributor customers.
- Communicate frequently with the Inside Sales Manager and General Manager to ensure high levels of customer service.
- Identify and document best operational and administrative practices.

Professional Growth & Expertise

- Demonstrate ongoing commitment to professional growth and industry knowledge.
- Maintain solid understanding of all product lines represented.
- Train staff in all warehouse manufacturers' policies and procedures.

Join Our Team!



Qualifications:

Required Skills & Personal Attributes

- Builds and sustains both internal and external relationships; friendly, responsive, and approachable.
- Acts with integrity; inspires trust and promotes open communication.
- Communicate professionally, fairly, and firmly.
- Takes initiative and is accountable for actions and results; committed to excellence.
- Possesses a sense of urgency and the ability to manage multiple priorities.
- Hands-on leader: willing and able to jump in and help when required.
- Strong problem-solving, organizational, and time management skills.
- High attention to detail with an expectation of accuracy and consistency.
- Maintains composure under stress and persists in overcoming obstacles.

Required Knowledge & Experience

- BS/BA degree preferred; significant industry experience may substitute.
- Minimum of 5 years of practical warehouse experience with knowledge of warehousing practices.

