

ChoiceSpine, Inc.
Job Description

Job Title: Logistics Manager

Department: Operations
Location: Knoxville, TN
Reports To: VP of Business Development and International
FLSA Status: Exempt
Prepared By: Anderson Collins
Prepared Date: 6.28.21
Approved By: Anderson Collins
Approved Date: 6.28.21

SUMMARY

The Logistics Manager is responsible for managing the distribution of products, parts, and inventory. Ensures distribution staff deliver efficient operations and timely deliveries to meet distribution performance goals. Analyze existing processes and proposes improvements and new methods to control costs and enhance customer satisfaction. Direct warehouse operations including transportation and order management, receiving of goods and overseeing the daily operations of the Shipping/Receiving Departments, including Set Processors. Primary objectives are to review, report, and disseminate analytical information throughout the supply chain resulting in the cost-effective coordination of supply to ensure accurate statement of inventory records at all times. The Logistics Manager is responsible for tracking and prioritizing surgical sets, including monitoring and coordinating set availability to meet daily set requests, transfers, and changes of status of sets in the tracking system and monitoring return of overdue sets. The Logistics Manager manages incoming calls and after-hours inventory needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees the daily operations of the Shipping, Receiving, and Set Processing Departments Schedules and monitors daily staff to ensure completion of all distribution and inventory control activities while ensuring compliance with company policies and regulations.
- Coordinates material flow and supply while ensures adequate inventory levels are maintained to maximize customer satisfaction and minimize cost.
- Investigates and resolves inventory discrepancies related to items, set shipments, location and status, and missing components from returned sets. Tracks history of items to determine reasons for discrepancies between inventory and stock control records and recommends corrective actions to resolve discrepancies. Responsible for cycle counting and reconciliation. Assists with set processing on the reconciling of returned sets from the field.
- Manages inventory returned from the distribution network to ensure that all returns are processed promptly. Tracks outgoing shipments daily.
- Manages the maintenance of capital equipment, environmental controls, and cleanliness of shipping and warehouse areas.
- Acts as the first point of contact for incoming calls and On-Call representative for after hours or weekends.

- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises the shipping.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Detail-oriented and possess solid math skills
- Ability to solve practical problems and deal with a variety of changing situations under stress.
- Strong interpersonal skills requiring the ability to resolve conflicting interests and obtain cooperation
- Must be detail-oriented and thorough in following procedures.
- Must be able to recognize trends in product demand and coordinate product movement accordingly.
- Have the ability to multi-task.
- Have solid organizational skills.
- Must be proficient in Microsoft Office software.
- Strong background in receiving, stock, inventory control experience.
- Results-oriented, analytical, strong communicator (verbal and written).
- Ability to recognize processes and issues requiring attention and independently take corrective action.
- Problem-solving initiative and team-oriented
- Proficient with MS Office Suite (Excel, Word, Outlook).
- Ability to self-manage requiring minimal supervision.

EDUCATION and/or EXPERIENCE

Minimum of 3 years experience in warehouse operations or similar job and minimum of 1-year experience as a Supervisor. High school diploma or equivalent required.

CERTIFICATES, LICENSES, REGISTRATIONS

Not applicable

EXEMPTION

Exempt

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working environment is typical of an office, manufacturing, and laboratory environment. Working in

this environment may require the use of safety equipment to include but not be limited to; eye safety glasses, hearing protectors, and work boots.