



## Bona US

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# POSITION DESCRIPTION

**POSITION TITLE:** Shipping and Receiving Lead

**DEPARTMENT:** Supply Chain

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Inventory Analyst

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

This individual is responsible for the day-to-day oversight of Bona's internal shipping and receiving responsibilities. This individual will provide direction to full time and part time employees within the same functional area. This position will work closely with Account Services, Purchasing, Logistics, and other departments to achieve business objectives while maintaining a focus on customer service and inventory accuracy.

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### QUALIFICATIONS

#### EDUCATION REQUIREMENTS:

1. Minimum of a high school diploma and/or equivalent work experience, Bachelor's degree preferred.
2. Formal training and experience in warehouse/distribution management and inventory accuracy.

#### CREDENTIALS:

1. Must have 3-5 years warehouse/distribution management experience.
2. Must have experience in warehousing and distributing finished goods servicing both wholesale and retail customers.
3. Must have a working knowledge of a Warehouse Management Systems (WMS) and warehouse management concepts.
4. Must demonstrate a "hands on" problem solving approach.
5. Must demonstrate effective verbal and written communication and organizational skills, strong analytical skills with attention to details, and be able to influence individuals to achieve results.
6. Must be able to work with Microsoft Office Excel and Outlook and be comfortable working on a computer.

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### ESSENTIAL FUNCTIONS

#### RESPONSIBILITIES:

1. Assure the quality of service being provided by our contract 3PL.
2. Act as the on-site liaison between the contract 3PL and Bona



3. Manage internal and contracted daily warehouse activities ensuring 100% compliance to contracted performance levels.
4. Manage order fulfillment process, including picking, packing and shipping to deliver the highest level of customer service.
5. Monitor activities to ensure timely and accurate flow of transactional information.
6. Promote safety in work processes and associate performance by supporting company and facility safety programs.
7. Responsible for inventory accuracy and control within the distribution facility including stock rotation (FIFO).
8. Investigate errors to determine root cause and recommend corrective actions.
9. Bring ideas to management and be able to implement necessary process improvements.
10. Develop mutually beneficial, respectful, and effective relationships with peers to ensure seamless coordination between departments, maximize synergy, and maintain a shared vision, strategy, and focus.
11. Drive strict adherences to Standard Operating Procedures
12. Keep the warehouse clean and adhere to the 5'S Housekeeping Standards

#### **CORE COMPETENCIES:**

1. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
2. **Adaptability** – Utilizes a flexible approach or method to best match the environment, situation, or person. Manages competing demands and is able to adapt quickly and positively to frequent changes, delays, or unexpected events.
3. **Attention to Detail** – Completes work in a thorough and complete manner; provides detailed information, and tracks details at all times.
4. **Initiative** – Operates in a proactive manner, identifies needs and opportunities, calculates risks, and takes independent action. Undertakes self-development activities, seeks increased responsibilities, asks for and offers help when needed, and volunteers readily.
5. **Organizing and Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.
6. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily



committing to action, and making decisions that reflect sound judgment in a timely manner.

Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.

7. **Productivity** – Meets or exceeds productivity standards, completes work in a timely manner, and strives to increase productivity.
8. **Safety** – Ensures a safe working environment for employees by providing training, enforcing safety policies and procedures, following safety policies and procedures under all circumstances, and reporting potentially unsafe conditions.
9. **Team Player** - Identifies with the larger organizational team and their role within it by balancing team and individual responsibilities, sharing resources, responding to requests from other parts of the organization, supporting larger legitimate organizational agendas, and putting the success of the team above personal interests. Exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, recognizes accomplishments of other team members, and builds morale and commitment to goals and objectives.
10. **Technical Expertise** – Maintains the minimum knowledge and skills required for the position, assesses strengths and weaknesses, pursues training and development opportunities to continuously build skills, and serves as a resource for the organization.