BIG ROCK SPORTS JOB DESCRIPTION

Job Title: Operations Supervisor  
Reports To: General Manager
FLSA Status: Exempt  
Department: 000508
Location: RC

Summary: Responsible for all aspects of assigned area within distribution center (DC).

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Embodies “The Big Rock Way” and acts as a champion of the five core values: Character, Commitment, Conservation, Creativity, and Collaboration;
- Manages personnel, including but not limited to headcount, labor hours, performance and training/certification;
- Recognizes issues that impede processes and reports them to management;
- Suggests procedural improvements to increase flow of merchandise;
- Documents discrepancies and communicates with other supervisors to resolve;
- Implements new procedures and directives assigned to DC by management.
- Ensures that all personnel are working within Big Rock Sports’ safety guidelines;
- Performs all duties and responsibilities in accordance with Big Rock Sports’ safety guidelines including, but not limited to: safe operation of all machinery, tools, and equipment; proper use of safety devices; maintains housekeeping standards.

Competencies: See attachment

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

- Education/Experience: Bachelor’s degree; or equivalent combination of education and experience.
- Language Ability: Ability to read, analyze, and interpret general business periodicals, reports, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Math Ability: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Reasoning Ability: Ability to solving practical problems and deal with a variety of concrete variables
in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Word and Excel; Warehouse Management Systems inventory software; Internet browsers; and order processing systems.

- **Certificates and Licenses:** Powered industrial equipment certification(s), or the ability to obtain and maintain such certifications through a company-administered, OSHA-approved class.

**Supervisory Responsibilities:** Manages subordinate lead associate(s) and approximately 10-50 associates. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include planning, assigning, and directing work; appraising performance; rewarding and disciplining associates; addressing complaints and resolving problems.

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

- Regular exposure to moving mechanical parts
- Moderate noise level
- Non-climate controlled DC
- Regular exposure to dirt and dust on merchandise cartons and in atmosphere.

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

- Continuously lift and/or move up to 25 pounds;
- Specific vision abilities required by this job include: close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus
- Continuous walking and standing required;
- Occasional sitting required
- Frequent use of hands to finger, handle or feel
- Regularly required to talk and/or hear.
ATTACHMENT 1
Operations Supervisor

Competency:
To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Design** - Generates creative solutions; Uses feedback to modify designs; Demonstrates attention to detail.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- **Interpersonal** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others’ ideas and tries new things.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Team Work** - Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed; Recognizes accomplishments of other team members.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- **Change Management** – Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Delegation** – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Provides vision and inspiration to peers and subordinates; Gives appropriate recognition to others; Displays passion and optimism; Mobilizes others to fulfill the vision.
- **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates’ activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates’ skills and encourages growth; Solicits and processes product and services; Continually works to improve supervisory skills.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
• **Visionary** – Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision.

• **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

• **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profit and revenue; Conserves organizational resources.

• **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

• **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

• **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.

• **Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization’s strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

• **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

• **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

• **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

• **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

• **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others’ attention.

• **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

• **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

• **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

• **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

• **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

• **Quantity** - Completes work in timely manner; Strives to increase productivity.

• **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.