

## FRONT LINE WAREHOUSE MANAGER, FUFILLMENT - 'PM' SHIFT

NET-A-PORTER is an established global Internet retailer of cutting edge luxury fashion labels relied upon for its exceptional quality of service and eye for the next big thing. With an expanding domestic and global market, and revenues increasing month on month, critical strategic change is on the agenda, in order for us to achieve the objective of dominating our sector as a truly successful force in online retail.

As such, we are seeking an experienced Front Line Manager to be based at our Distribution Center in Mahwah, NJ also known as DC2. This is a great opportunity for an ambitious and innovative individual to join a successful and growing team. Reporting to the Distribution Manager, your key responsibilities will include managing the stock receipt & dispatch functions and ensuring an excellent service is delivered to our demanding clientele around the world. Additionally, you will be expected to play an important part in improving and optimising our internal systems and procedures.

"Besides all the great designer names it stocks, one of the best things about net-a-porter.com is the next-day delivery service. That, coupled with beautiful packaging, makes the site an ideal stop..." *Vogue, UK*

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### Responsibilities:

- In conjunction with the Distribution Manager to oversee day-to-day warehouse operations for the inventory in relation to logistics, customer shipments, receiving, product storage and packaging supplies. To ensure operations run in accordance with established policies and procedures.
  - To manage workflow of several departments in conjunction with individual department Coordinators and Lead Personnel. To plan daily tasks to meet the required service level
  - To oversee the inbound function and to provide instruction to staff on how to best manage and organize the workflow of unloading and receiving of products accurately and securely.
  - To oversee the outbound function and to ensure efficient and timely processing of products with maximum output in mind at all times and to anticipate workflow requirements and plan accordingly
  - To oversee the Customer Returns process to ensure products are inspected and put back into stock within agreed service levels being met.
  - To advise employees on product care in handling, storing, maintaining and shipping stock and to advise the Distribution Manager of related problems
  - To maintain housekeeping and maintenance standards including hardware and warehouse equipment and to ensure these are in a good working condition
  - To oversee the weekly inventory of packaging and product supplies
  - To coach and develop warehouse personnel and support department training, cross training and mentoring programs for new and existing team members
  - To produce and submit regular performance monitoring and assessment reports (BSI), including one annual performance review
  - To assure proper staffing levels are maintained in each department at all times and adjust workflow accordingly based on a weekly or daily forecast
  - To effectively manage and submit weekly payroll reports to Human Resources and to monitor staff attendance.
  - To assist HR in recruiting and interviewing potential Distribution candidates
  - To work on ensuring the maximum accuracy and security of company's electronic data
  - To assist in the development of systems and processes used within the Distribution department
  - To respect and maintain the company's rules for the security, health and safety of its staff
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### Essential Skills & Requirements

- Multiple years of related experience including direct supervision experience in Distribution, Product/Operations Management, Warehouse Management or related field
- Previous track record of setting up and monitoring KPIs (Key Performance Indicators)
- WMS experience
- Good team player and willing to be flexible.
- Fashion industry experience essential
- A proven track record of motivating and managing a multi-cultural team.

- Excellent communication skills and ability to develop working relationships
  - Numerate and articulate, with an excellent eye for detail!
  - Ability to think clearly and calmly when faced with issues or problems and to demonstrate understanding and abilities to seek and find solutions.
  - Competent with the Microsoft software package, especially Excel.
  - Ability to cope well with the demands of a rapidly growing company.
  - Proven ability to work to stringent deadlines.
  - Proactive and able to show initiative/ideas to constantly improve the processes with the finance team and the company.
  - Excellent work and customer care ethos.
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#### **Hours and Location**

- "PM" Shift: 2.00pm to 10.00pm Mon to Fri. When the business demands there may be times when you will need to work outside of these hours and days.
  - Our Distribution Center is based on Darlington Avenue in Mahwah, NJ
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#### **To Apply**

Please email us an updated resume and cover letter explaining why you feel you are suited to the role to [jobs@net-a-porter.com](mailto:jobs@net-a-porter.com)

**NO AGENCIES PLEASE**

**EO E M / F / D / V . Qualified females and minorities are encouraged to apply**