

Job Description

Job Title: Shipping & Receiving Manager & DOT Compliance Officer

Department: Benchmark Foam Inc.

Reports To: Plant Manager

Summary: Responsible for directing and coordinating incoming and outgoing shipping activities to ensure accuracy, completeness, and condition of shipments. Directs adherence of Benchmark Foam's policies and procedures to federal DOT and state laws and regulations. Consistently acts as a representative of Benchmark Foam by personifying the company's Core Values of Integrity, Commitment, and Excellence which drives our On-Time Delivery Guarantee.

Essential Duties and Responsibilities: 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 duties. Benchmark Foam operates on the principle of effective teamwork. Utilizes ERP (Global Shop) correctly and ensures that all issues are addressed timely, including inventory reconciliation with bin/bin transfers, physical inventory counting and/or cycle counts, as this is a live system. This applies to the majority of specific duties below. Other duties may be assigned, including cross-training and/or working in other departments.

Shipping & Receiving

Plans daily department activities, establishing priorities, sequences, efficiency and cost-saving methods of shipping and receiving products. Provides daily exemplary service to all customers, including will call pick-ups. Assists customers in loading and tie-down. Adjusts errors and/or resolve complaints as required. Provides daily exemplary service to internal customers by effectively working with all departments to facilitate efficient, cost-saving product handling and shipping. Effectively adjusts errors and resolves issues.

With an eye to detail, oversees incoming and outgoing shipping activities to ensure accuracy, completeness, and condition of all shipment components. Studies shipping notices, bills of lading, invoices, orders, and other records to determine shipping priorities, work assignments, and shipping methods required to meet shipping and receiving schedules.

Reads sales and work orders, or occasionally follows oral instructions to ascertain materials to be loaded or moved, physically and within the ERP system.

Determines space requirements and position of shipment in trucks and lays out position of shipment. Loads materials into vehicles and installs strapping, bracing, or padding to prevent shifting or damage in transit. Performs loading operations to ensure compliance with shipping specifications. Performs visual inspection of trucks & trailers prior to loading.

Operates forklift, industrial truck or electric hoist to assist in loading or moving materials and products. Lifts heavy objects by hand or with power hoist, and cleans work area, machines, and equipment to assist machine operators.

Directs or performs movement of shipments from shipping and receiving platform to storage and work areas. Inspects material handling equipment, and assures team members conduct daily inspections, for defects and notifies maintenance personnel or reports to manager. Works with Supervisors to designate storage areas for various products.

Loads and unloads materials onto or from pallets, trays, racks, and shelves by hand. Conveys materials from storage or work sites to designated area. Stacks or assembles materials into bundles and bands bundles together. Attaches identifying tags or labels to materials or marks information on boxes, crates, bundles or other containers. Assembles boxes/crates to contain products.

Issues written and oral instruction to Shipping & Receiving department members, assigning individuals to specific job tasks. Confers with team members to determine daily work progress. Communicates assignments, milestones and deadlines to the team and individuals based on instructions. Directs team members daily to efficiently operate machinery, equipment and processes to achieve optimum quality products. Explains team goals and objectives to assigned team members and assists team in organizing to accomplish work. Coaches, facilitates, solves work problems and participates in the work of the team. Encourages all team members to stay on task and remain at work stations as required.

Provides team members with information on current processes and conducts training on process changes. Observes specific team member training needs. Motivates team members to perform to the best of their abilities. Suggests plans to motivate workers to achieve work goals. Develops and initiates such plans. Acts as role model and functions as the technical expert of the team, demonstrating job duties to team members and observing compliance to procedures/processes.

Fosters positive working relationships. Responds proactively to performance concerns, discipline, employee complaints and other employee relations matters. Conducts and documents employee performance reviews based on job descriptions to determine competency, knowledge and contribution of the employees.

Assists Human Resources with the hiring process for Shipping & Receiving department team members. Conducts training new employees and cross training of all department team members.

Purchase materials, supplies and equipment as required. Studies and standardizes procedures to improve efficiency. Develops and implements on-the-floor process improvements in accordance with cost saving, efficiency & lean manufacturing principles. Utilize computers on a daily basis to perform reporting duties as tasks are accomplished, including data entry for all shipments. Performs UPS & FedEx duties. Prepares bills of lading. Prepares reports as required. Monitors safety compliance and production area state of cleanliness, providing direction to team members as needed.

DOT Compliance

Examines Benchmark Foam Inc.'s policies, procedures, and practices to ensure compliance with federal DOT and state laws and regulations. Informs and advises management and appropriate personnel of conditions and the status of Benchmark Foam Inc.'s adherence to federal DOT laws and regulations. Stays abreast of changes to federal DOT and state laws and regulations affecting the management, operations, and product offerings of Benchmark Foam Inc.

Directs, trains, and coordinates with appropriate managers, leads, truck drivers and maintenance staff to ensure strict adherence to laws and regulations relating to new or revised federal and state laws that affect Benchmark Foam Inc.'s product delivery practices and policies. Consults with, and advises appropriate managers, leads, truck drivers, maintenance and any other operating units and managers affected by compliance issues and regulatory requirements.

Directs the revision, preparation, and dissemination of new and updated compliance standards and procedures. Directs, coordinates, supervises, and supports Benchmark Foam Inc.'s compliance-related programs, such as compliance training, compliance testing and reporting, disaster recovery and contingency planning. Conducts DOT compliance training for truck drivers and other personnel as required. Conducts compliance audits and informs appropriate personnel of audit results. Investigates any non-compliance, and then report findings to management. Performs scheduled and random driver inspections. Directs truck driver log record-keeping activities according to current DOT regulations.

Conducts regular and random inspections of Benchmark Foam trucks/tractor/trailers to ensure compliance with current DOT regulations such as safety, cleanliness and functionality. Advises appropriate managers, leads and maintenance personnel of truck/tractor/trailer mechanical and appearance issues that must be brought into compliance with federal and state laws and regulations. Directly monitors driver/truck/trailer/tractor activities to evaluate fraud and abuse as well as quality assurance. Documents inspection/investigation findings by using appropriate methods such as vehicle inspection forms, driver inspection forms, observation forms and digital photography. Documentation must be presented to appropriate personnel in a timely manner.

Reads, understands and follows Benchmark Foam policies at all times. Completes documentation and reports as required. Submit to appropriate personnel. Prepares additional reports as required. Studies and standardizes procedures to improve efficiency.

Job Specific Competencies:

Education and/or Experience: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to add and subtract multiple digit numbers and to multiply and divide multiple digit numbers. Ability to perform these operations using units of American money and weight measurement, volume, and distance. Ability to read a tape measure to 1/16th inch.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to solve practical problems and deal with situations involving a variety of solutions.

Computer Skills: To perform this job successfully, an individual should possess computer operating knowledge and experience using various software. Must possess the ability/willingness to learn new software and utilize computers on a daily basis to perform reporting duties.

Certificates, Licenses, Registrations: Current South Dakota Class A CDL driver's license or ability to obtain this license within six months of employment. Forklift operating experience.

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 stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and /or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.

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.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and risk of electrical shock. The employee is frequently exposed to fumes or airborne particles, heat, cold and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions and vibration. The noise level in the work environment is usually loud.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Written Communication - Writes clearly and informatively; presents numerical data effectively; able to read and interpret written information.

This document does not constitute an offer of employment or create an employment contract of any kind. Any job offer will not provide a contract other than an at-will relationship between Benchmark Foam Inc. and employee.

The Company has reviewed this job description to ensure that essential functions of the position have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

I have read and understand my responsibilities for this role at the Company as noted above, and declare that I am able to perform the essential functions of the position with or without a reasonable accommodation.

Employee Signature: _____

Date: _____

Date Originated: January 2013
Date Revised: September 2021