



Inbound Supervisor

Performance, Inc., the nation's leading retailer of bicycling products, is actively seeking an experienced, customer-focused Inbound Supervisor to join the Performance team at our corporate headquarters in Chapel Hill.

JOB DESCRIPTION

The Inbound Supervisor is responsible for the day-to-day operations of the Receiving and Returns departments. Responsibilities include staffing, training, safety, scheduling, receiving, processing returns, equipment maintenance and loss prevention.

You are a role model and leader and must solve problems, make informed decisions and manage the department wisely in order to achieve maximum results.

DUTIES

- Manage the scheduling of deliveries and receiving of inventory items and express mail packages.
- Responsible for the receipt, count, quality inspection and labeling of products from vendors
- Complete all receiving data entry
- Process damage materials returns
- Resolve receiving to purchase order discrepancies
- Maintain a complete understanding of current software systems used to track and enter receipts for use in inventory control and accounts payable
- Direct the receipt and processing of all returned product. Ensure the accurate processing of all returns-to-vendors (RTV's), chargebacks, transfers and damages based on Company policies and procedures. Communicate and coordinate with Accounting and/or Customer Service as needed
- Responsible for hiring, training and managing the performance of the Receiving & Returns team members
- Train, coach and manage all associates in all policies and procedures of the company.
- Conduct performance reviews, create and monitor development and improvement plans and compensation reviews in coordination with Distribution Center Management
- Maintain employee shift schedules and approve employee vacation requests. Monitor and review time clock entries pertaining to payroll, breaks and lunches
- Provide coordination, evaluation, and continuous process improvement of the department and team members
- Establish and maintain metrics for department and provide frequent communication and feedback to team members

- Maintain an orderly and neat Receiving and Returns work areas
- Communicate and coordinate with inventory control and shipping department.
- Help solve problems and make informed decisions that affect the service, and productivity of the Receiving and Returns departments
- Communicate in a clear, concise, understandable manner, and listen attentively to others, understand material, and provide instructions to all Associates
- Develop and maintain consistent set of standards as they apply to work force.
- Adjust priorities and manage time wisely in a fast-paced environment.
- Any other tasks as assigned from time to time.

QUALIFICATIONS & REQUIREMENTS

- Outstanding communication skills
- Great inter-personal skills
- Able to “think on your feet”
- Ability to manage multiple tasks
- Outstanding organizational and problem solving skills
- Attention to detail
- Strong leadership skills, ability to lead by example
- Ability to deal with complex and confidential issues in a professional manner
- Fork lift experience/license
- High school education
- Solid understanding of systems, inventory management and flow and productivity standards. Proficiency with PC applications (Excel/Word/Power Point). Previous WM experience a plus
- Ability to communicate clearly and provide focused direction to receivers in order to execute the workload.
- Commitment to receiving operations, requiring physical activity.
- 3+ years working receiving experience in a job shop environment
- 3+ years experience supervising employees
- Spanish fluency a plus

We are looking for passionate and enthusiastic individuals to join America’s #1 retailer of bicycles, parts, and accessories. Performance offers competitive wages, a comprehensive benefits package including a generous employee discount program, and opportunities for advancement.

If you are interested in joining the best, then take a moment to send resume and salary history and requirements to Performance, Inc., VP of HR, PO Box 2741, Chapel Hill, NC 27515. Fax 919-942-5431 or email vp@performanceinc.com

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