

***BGA Wholesale
Distributors
invites
applications for
an experienced
Assistant
Warehouse
Manager***

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***BGA Wholesale
Distributors offers
a competitive
salary and benefits
package that
includes a Pension
Scheme, Health,
Dental & Life
Insurance, as well
as a Company
Discount Scheme,
that includes
discounts to: the
Phoenix Stores
Limited, SAL
Limited, Pitt &
Company,
Alberfeldy
Nurseries Limited
and BGA.***



BGA Wholesale Distributor's Warehouse Department is seeking a full-time, Assistant Warehouse Manager who will be responsible for assisting the Outbound Manager in all aspects of management of the day to day operations, helping with coordination of processes and staff activity within the outbound areas of the warehouse, outbound deliveries, handling of customer complaints and queries, smooth operation of the customer service department, and heading initiatives regarding customer service goals for the entire organization.

Specific Tasks & Duties

- Assisting the Outbound Manager with developing plans, strategies and solutions to help ensure smooth warehouse operations;
- Liaise with Outbound Manager regularly regarding picking status, staff issues to be aware of (for consistent monitoring and a united front approach), any facilities/equipment issues, any picking problems (i.e. error-rates to discuss), etc.
- Managing and monitoring employee performance as directed by the Outbound Manager;
- Assist in maintaining associate administrative records such as timekeeping, absenteeism, disciplinary issues and rewards;
- Assist with (on an as-needed basis) in preparation of weekly timesheets for payroll;
- Direct communication regarding customer service including queries, complaints, requests and delivery schedules;
- Liaise with sales managers, salespersons, and merchandisers as necessary to meet customer needs;
- Managing all truck drivers and all situations that arise with them;
 - Assist drivers with deliveries when necessary/dealing directly with customers;
 - Managing delivery schedules;
 - Loading and unloading of trucks;
 - Outbound inventory management including checking goods for delivery;
 - Insuring cash and cheques are recorded and correct on the COD orders;
 - Conduct monthly inspections on all company vehicles (Magazine Distributors, DSD, Pharmacy and Outbound;)
- Any other adhoc responsibilities that may arise.

Requirements

- Previous experience with customer service is required, preferably in a supervisory or management capacity;
- Must hold prior staff management experience with the proven ability to manage associates and productivity levels;
- Experience in wholesale or retail environment would be preferred;
- Computer literacy with knowledge of and experience with Microsoft Office applications. Experience with a recognized inventory control software system (AS400) would be an advantage;
- Proven organizational and time management skills in a fast-paced environment;
- Ability to handle multiple tasks with attention to detail;
- A sound ability to work with numbers;
- Excellent oral and written communication skills;
- Proven internal and external customer service skills which illustrate a polite and professional manner at all times, even under pressure;
- A high degree of self-discipline, initiative, and attention to detail;
- A flexible schedule, as this role requires working outside of normal working hours including evenings and some weekends as operational requirements dictate;
- This position requires heavy lifting and is physically demanding; Candidates must have the physical ability to complete all duties.
- Experience in a unionized work environment would be an asset.

If you are interested, please apply in person at the BGA offices or in writing to: BGA Wholesale Distributor, P.O. Box HM 506, Hamilton, HMCX. Emailed resumes are also welcomed. Please email your resume to cpacheco@bga.bm or bgahr@bga.bm. Applications will need to be received by the 15th of July, 2011.