

# Role Profile – Wave/Production Planning Manager

Date: August 19, 2011

<b>Role Title</b>	Wave/ Production Planning Manager
<b>Location</b>	Thirty-One Gifts- Columbus, OH
<b>Appointing Manager Title</b>	Director
<b>Manager of Appointing Manager Title</b>	Sr. Director

**Primary purpose of the role (What is the value added by this role, the overall aim, the reason that this role is required)**

Daily coordination and management of orders from OMS to WMS then through the operations process. Plan future looking production goals and plans with the Thirty-One production team by aligning the monogramming and shipping department goals to meet overall service level needs. Assist in customer inquiries for order information or data within the Exel owned systems. Communication of plans to Operations and Wave/CS Clerks for seamless execution.

**Key Accountabilities (What are the main responsibilities of the role, against which performance is measured)**

**Customer**

Coordinate to meet production goals and expectations through planning and clear communications to operations for execution.

Assist with obtaining information out of Exel owned systems

Communication and delivery of expectations from Customer to Operations Team

Research and resolve aged orders in WMS/OMS

**Associate**

Train and assist Clerks to manage aged orders, customer service inquiries and wave responsibilities

Deliver associate performance reviews, 30/60/90, Passport to a Career and annual reviews

Ensure compliance to site SOP's and work instructions , update and distribute as necessary

Ensure company policies are communicated, applied and enforced

Participate in the management of turnover among hourly staff consistent with the site turnover objectives

Ensure the associates have proper access to the necessary tools to perform their assigned duties and that the tools are routinely inspected and cared for (Laptops, PCs, RFs)

**Process**

Participate in the collection of performance measurements consistent with customer, vendor, and site requirements. Complete Walk behind behavior audits of associates

Participate in continuous process improvements and best practice sharing/implementation

Research issues in order/ wave closure to help the operations team identify possible process gaps and resolve them effectively

**Resources (What resources will role holder have at their disposal, e.g. size of budget, number of staff reporting, include the geographical spread of the resources)**

- Wave/ Customer Service Clerks

<b>Site Initiatives</b>	<b>Focus (Nature of interaction)</b>
Safety	Perform safety observations on individuals and departments often. Providing a presence and leadership on the floor. Correcting unsafe behavior when witnessed. Driving safety programs through positive reinforcement. Goal is a site 2.5 BLS.
Culture	Participate in book club and site committees, work toward a collaborative relationship with Thirty-One counterparts. Stress the importance of a "one team one goal" attitude to associates and peers.
Personal Accountability	Ensure job responsibilities are covered daily and the customer has information and/or resolution in a timely manner.
SOP's and WI's	Update WI's in a timely manner and re-train associates on each change. Distribute to all other Exel/Thirty-One sites using Manhattan PKMS

<b>Key Relationships (Categories of both External and Internal Contacts)</b>	<b>Focus (Nature of interaction)</b>
<b>Internal</b>	<b>Applies to All Internal</b>
General mgr	Communication of the shift/daily/weekly plans
Operations mgr	Workload planning, staffing, volume
Supervisors	Scheduling
Group leader	Resource deployment
Customer service	Safety
Director of Operations	
Administrative assistant	Finance, payroll and reporting
<b>External</b>	<b>Applies to All External</b>
Customer representatives	Service performance and assistance on Exel owned processes and systems
Vendors	Customer/vendor visits
Auditors (regulatory/governmental)	Assist with audits and reconciliations

<b>Decision Making Authority (The extent of the role holder's authority to make decisions without referral to a higher authority)</b>
In accordance with the approved level of authority as assigned by company policy (i.e. procurement, staffing adjustments, deployment)
Customer/vendor requests are limited to the contract restrictions and agreed budget
To approve overtime and staffing specifically related to the completion of the daily workload
Incremental purchases against previously established purchase orders and the creation of extraordinary purchase orders for routine purchases (including capital expenditures)

<b>Performance Indicators (What criteria will be used to assess performance)</b>
Management of Orders within the WM and on time shipping to exceed customer experience
Achievement safety goals
Site Financial results- meeting organizational expectations meet or exceed budget and site performance requirements
Achievement of personal goals established with Manager beginning of each calendar year
Contribute to the growth of the company client network via site excellence and spearheading pilot programs- roll out best practices to all sites in the network
Promote and achieve compliance with associate initiatives such as: 1) delivery of performance reviews and training; 2) shift turnover – attainment of targeted level; 3) site interaction matrix; 4) associate opinion survey site action plans; and 5) safety (compliance with audits, accident/injury rate, recognition, committee activity)

<b>Capability Profile (What capabilities will be required to perform the role)</b>		
<b>Minimum Qualifications/Skills (indicate intensity &amp; duration)</b>	<b>Essential (tick)</b>	<b>Desirable (tick)</b>
Operations background	X	
Meets corporate competency model requirements	X	
Bachelor's degree or equivalent experience	X	
Objective setting	X	
Organization skills	X	
Staff management	X	
Workload planning	X	
Preventative maintenance routines		X
Facility management (i.e. maintenance, sanitation, etc)		X
Interviewing skills	X	
Communication skills	X	
People skills	X	

<b>Capability Profile (What capabilities will be required to perform the role)</b>		
<b>Minimum Experience (indicate depth &amp; breadth)</b>	<b>Essential (tick)</b>	<b>Desirable (tick)</b>
1-2 years logistics industry experience	X	
1-3 years experience in lead/supervisor/management role	X	

<b>Languages (Indicate level of fluency)</b>	
<b>Mother Tongue</b>	
<b>Fluency</b>	English
<b>Some Fluency</b>	

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<b>Mobility Requirements</b>		
<b>Job Location</b>	<b>National Travel (% time away from job location)</b>	<b>International travel (% time away from job location)</b>
Columbus, OH	15%	<5%

<b>Additional Comments</b>
Interested parties, please send resume to:  JD Null, Operations HR Manager – Exel Logistics, Inc. Jd.null@exel.com