Performance Guide: Dept Mgr Freight Flow

Effective: 05/05/2008

**Task List of Primary Responsibilities:**

I. As Required

- Ensure systems equipment is repaired or replaced.
- Maintain security awareness in receiving at all times. Ensure accuracy of outgoing shipments.
- Implement and maintain the corporate truck/forklift maintenance program.
- File all receiving reports, LPD bills and ICBs neatly and according to company procedures.
- Document the freight flow work list daily and maintain assignments throughout the shift.
- Maintaining selling shelves to full capacity.
- Ensure work lists are completed efficiently and in a timely manner.
- Ensure timely removal of pallets and that proper credit is received from vendors.
- Maintain staging area to include cleanliness and inventory control.
- Ensure high theft/cost items are secured immediately upon receipt.
- Maintain adequate inventory of delivery material.
- Ensure receiving and RTM areas are neat and organized at all times.
- Ensure quick unloading of trucks, accurate paperwork.
- Ensure inventory integrity, including but not limited to: inspecting incoming freight, ensuring damaged and store use items are billed out properly, and ensuring receiving and shipping paperwork is properly filled out as per Lowe’s Policy and Procedure.
- Ensure efficient flow of products into facility from vendor and distribution center.
- Ensure efficient flow of products to receiving to appropriate department, ensure product is stocked and fronted according to planogram and in a timely manner, keeping aisles clear and neat.
- Ensure staff is knowledgeable of stock, special order merchandise, warranty information and all aspects of department.
- Ensure cleanliness, standard maintenance, and upkeep of vehicles.
- Ensure the receiving process is executed according to company policy and procedures.
- Responsible for the overall supervision, training and mentoring of all assigned personnel.
- Review and follow-up on RTM reports.
- Lead with an enthusiastic style and motivate all Lowe’s employees through recognition.
- Provide supervision to employees in department, provide feedback and ensure employees’ Performance, Planning and Appraisals (PPAs) or STAR reviews are completed in a timely manner. Ensure maximum productivity.
- Prepare for and perform physical inventory.
- Perform administrative duties associated with the store inventory receiving function to ensure accurate and timely processing of all inventory paperwork.
- Match items on invoice with quantities loaded by verifying descriptions, item and model numbers.
- Ensure merchandise is stocked and fronted in assigned area according to planogram including top stock.
- Respond quickly to code 50’s, call buttons, departmental pages or Manager on Duty requests for assistance.
- Maintain Lowe’s merchandising, housekeeping, safety and security standards.
- Ensure systems equipment is repaired or replaced.
- Ensure efficient flow of product from receiving to appropriate department, making certain product is stocked and fronted according to planogram in a timely manner, keeping aisles clear and neat.
- Ensure inventory integrity, including but not limited to: inspecting incoming freight, ensuring damaged and store use items are billed out and or adjusted properly, and ensuring receiving and shipping paperwork is properly filled out as per Lowe’s Policy and Procedure.
- Make efficient use of equipment and personnel while managing stocking team, unload team, and taking merchandise to proper locations.
- Ensure stocking/down-stocking is performed safely and efficiently.
- Complete the productivity worksheet for all RDC trucks (day unload stores only).
- Document the freight flow work list daily and maintain assignments throughout the shift.
- Maintain security awareness at all times. Ensure accuracy of outgoing shipments.
- Implement and maintain the corporate truck/forklift maintenance program.
- Ensure the weekly downstocking worksheet is assigned and worked daily.
- Execution of all assigned Freight Flow Processes.
- Review of the Requisition listing, PO’s assigned on the Freight Flow Worklist, and Weekly Downstocking assignments validating full shelf capacity and proper top stock maintenance was performed.
- Responsible for productivity and efficiencies in the following areas: Freight Flow, Full Shelf Capacity, Downstocking Initiatives, and Receiving.
- Validation of the completed Freight Flow Worklist.
- Maintaining selling shelves to full capacity.

II. Employee Relations
- Recognize outstanding performance.
- Follow corrective action policy; ensure appropriate documentation is placed in employee files. Ensure employees are counseled under direction of appropriate manager.
- Promote a friendly and diverse workplace where employees are motivated to provide superior customer service and clearly reflect and support the Lowe’s Vision.

III. Safety & Security
- Detect common signs of shoplifting, theft and other security risks and promptly communicate to management and Loss
- Comply with all safety procedures.
- Notify Manager/MOD of customer complaints, dissatisfaction or procedure violation.

IV. Training & Communication
- Train receivers/stockers on use of LRTs.
- Ensure all assigned employees are trained and capable of performing their assigned duties and are able to provide superior service to our customers.

V. Daily
- Ensure appropriate staffing for assigned area.
- Maintain selling shelves to full capacity
- Personally review store top stock on a daily basis to ensure the safety of employees and customers by verifying that stock is banded, shrink-wrapped, interlocked or pyramid stacked as required by Policy and Procedure.
- Delivery Mgr must review all completed delivery loading invoices and ensure that the “Delivery Checklist” section of the invoice has been completed by the delivery driver where applicable according to the merchandise delivered.
- Understand and promote ProServices, Installed Sales, Special Order Sales, Call Ahead/Fax Order, Delivery, and credit programs.
- Ensure customers are greeted immediately. Respond knowledgeably and promptly to all customer and employee questions.
- Provide prompt support to all checkout functions.
- Ensure good housekeeping standards are in place and programs, such as zone recovery, are executed daily to guarantee that the store (including work areas) is clean and organized at all times.

VI. Weekly
- TRAINING & COMMUNICATION: Ensure one hour of training is completed for each full time employee and thirty minutes for each part time employee each week.
- Ensure cycle counts are completed according to policy.

Reports Available to Assist in Job Execution:
Approaching Overtime Report (PAYR358A) 7.7.8
Cycle Count Summary Report (INZR525A) 9.5 HOST
Daily Inventory Reconciliation Reports -DIRR 1-8 (INZ621A-INZ628A)
Installed Sales Report Menu(1.13.9)
Outstanding Due Invoices 1.5.2
Electronic Delivery Board 1.5.3
Receiving Adjustment Report (DTCR340A)
Due File Reports - EDF (EDZR200A-EDZR200B)
Incoming PO’s
NR&D, Zero On Hand Report
Schedules (Weekly)
Selected Items Report (INZR710A) 5.11.1
Store Inventory Report (SIR) (PARR031A) 9.5 HOST
Vital Stats (SLS500A) 9.5 HOST
Items Out of Stock For More Than 2 Days (5.11.13)
Frequent Out of Stock Report (5.11.17)
BE-01 Receiving
  BE-02 Night Stocking and Merchandising
  BE-03 Return to Manufacturer (RTM) and Replacement Parts (RP)
Supplies Available to Assist in Job Execution:

- Xpedx Items
- POD Items
- LRT
- Specktralink Phones
- Communication devices for delivery vehicles (Nextel radios and cell phones available through CSC when applicable)
- Safety Knife, Tape Measure, Gloves, etc.

Contacts Available to Assist in Job Execution:

- Customer Support Center
- Who Handles What (Corporate Telephone Directory)
- Accounts Payable (658-2121)
- Corporate Trade Payables (658-2090)
- Product Service Network (658-2700)
- IT Support (1-800-964-3375)
- Customer Care Department (658-7100)
- Delivery Support Operations (757-4334)
- Traffic Hotline (SOS, Freight, LTL & Truckload) (658-7300)
- LowesNet (Lowe's Intranet)