



**BUILDING VALUE SINCE 1906**

**Job Title:** Customer Service & Shipping Supervisor  
**Location:** Centennial, Colorado

**SUMMARY:**

The Customer Service and Shipping Supervisor is responsible for oversight of all Customer Service and Shipping department. This position is responsible for resolution to customer escalation issues and for interfacing with all departments in the division as well as carriers and other support entities to ensure accurate and timely order fulfillment and customer satisfaction.

This position is part of our Management Development Program that provides hands on experiences and career development opportunities. Throughout the program, employees will enhance their general management and leadership skills, gain exposure to core operations, interact with executive leaders and receive frequent developmental feedback while establishing a leadership career path. The program begins with the Customer Service & Shipping Supervisor role at Centennial, Colorado and after one year the individual will be expected to transfer to our company's headquarters located in North Hollywood, California for a 3 month rotation before returning back to the Centennial, Colorado facility.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES:**

- Responsible for hiring, training, and managing Customer Service and Shipping personnel. This includes scheduling coverage of all positions with consideration for workload, time zones requirements, scheduled and unscheduled days away from work, and special events.
- Analyzes and organizes office operations and procedures, including customer service, technical services, order processing and other administrative functions
- Responsible for accurate and timely order fulfillment, including quality of orders entered, picked, packed, and shipped, proper documentation, adherence to shipping instructions, adherence to state, federal, and international regulatory guidelines.
- Develop and maintain professional relationships with internal and external customers.
- Develops expertise within the department, on Childcare products to effectively resolve and problem solve customer inquiries.
- Develops strong relationships with key and National account distributor/customer by tailoring processes to accommodate their needs, and be responsive by improving speed of decision making. Conducts annual customer visits to select in-house and Global Accounts.
- Supports Global Accounts team by assigning CSR to select accounts to meet the needs of business.
- Utilizes the Shipping Dashboard to monitor requirements for Will-Call, International, UPS, FedEx, LTL truck, and all other orders to ensure on time delivery and complete shipments

- Responsible for meeting daily requirements of Finished Goods Cycle Counting program, as well as oversees the Cycle Count program
- Oversees strategic manufacturing projects to support strategic initiatives
- Responsible for supervising and managing Physical Inventory for Finished Goods Warehouse.
- Handles customer escalations to completion and ensures satisfactory resolution; working with all levels of management and across all departments.
- Develops, manages, and maintains relationships with freight carriers. ensures shipping and order processing personnel have accurate weights, measures, and freight classes for product shipments; ensures all impacted departments have access to correct guidelines for arranging shipping services.
- This position audits our carrier invoices to ensure they are in compliance with our agreements and are providing the level of service required and are billing us correctly.
- Oversees regular order status review with customer service and shipping personnel to manage order fulfillment.
- Develops and maintains daily, weekly, and monthly measurement reports tracking departmental performance regarding order fulfillment and billing adjustments.
- Works cooperatively with Accounts Receivables to ensure customer billing adjustments are handled in a timely fashion.
- Directly supervises all staff required to meet the goals and objectives of the departments.
- Responsible for the timely evaluation of the performance of all customer service and shipping personnel directly under supervision.
- Responsible for the development of staff to ensure appropriate growth of the organization. Direct Leads to handle day to day operations in accordance with department objectives.
- Leads routine department/inter-department meetings in the establishment and maintenance of cross-functional processes and is fully accountable to implement these procedures in the customer service/shipping operations.
- Delivers management reports, both oral and written, to appropriate audiences as required.
- Participate in or lead various project groups within department(s) or other functional areas.

**QUALIFICATIONS:**

- Bachelor's degree (BA) from four-year College or university
  - A minimum of 3-5 years' related supervisory experience
  - Knowledge of safe operation of lift trucks and material handling devices.
  - Familiarity with machinery and general production equipment is preferred.
  - Strong critical thinking skills, including experience working on complex problems that require quantitative analysis
  - Strong interpersonal skills and the ability to work effectively with management personnel and production floor employees
  - Successfully demonstrated ability in leadership roles.
  - Experience with Microsoft Office (Word, Excel, PowerPoint, and Outlook).
- Pay Range starting: \$92,000 Per year

