



Position: Distribution Centre Team Lead - Full-Time

St. Francis Herb Farm – located in Barry's Bay, Ontario is seeking to hire an experienced and passionate **Distribution Centre Team Lead**. As one of Canada's leading herbal supplement brands with over 30 years of uncompromising quality and service to our valued customers, our mission is to empower people on their wellness journey through education and plant medicine. If you are interested in being part of our exiting growth journey in our New Facility, read on!

Responsibilities/Duties:

- **Foster a Positive Team Culture** that motivates team members to serve customers in a positive and timely manner.
- **Work Order Coordination and Prioritization of Orders with other departments.**
- **Supervise DC Team Members:** Oversee the day to day activities of staff based on workload and prioritize activities and orders from customers accordingly. Work closely with Manager of Customer Experience to ensure team is being supported in their roles and escalate any issues.
- **Supervise order fulfilling:** Ensure all customer orders are filled correctly and on a timely basis by Distribution Centre Associates including picking and packing of orders as necessary..
- **Supervise Inventory management:** to ensure that DC shelves are stocked with Quality released inventory or products.
- **Coordination with Marketing and Sales** for displays and marketing products and any point of purchase material to be associated with promotions
- **Returns:** supervise and process returns – receive, sort, log and send to Quality Assurance Associates.
- **RLA Research:** Work with Manager of Customer Experience to find root cause of issues in inventory and shipping.
- **Training Documents** – Work with Manager of Customer Experience to create and update SOPS and Training Documents for Distribution Centre.

Requirements:

- Warehouse inventory, order processing experience preferred. Equivalent in work experience will be considered.
- Secondary School Diploma
- Post-Secondary education in business is an asset.
- Demonstrated excellent communication and leadership skills.
- Experience leading a team is an asset.
- Intermediate/Advanced proficiency in MS/Office Suite including Excel, Word and Outlook.
- Experience in working in a busy team environment.

Ideal competencies:

- Demonstrated ability to lead a team with positivity and customer satisfaction at the forefront.
- Strong communication skills and ability to ask for help and guidance to support the success of the team.
- Active listening skills– strong two-way communication amongst team members and other departments. Collaborative nature of working together to foster a positive and enjoyable workplace.
- Strong organizational skills – ability to plan ahead and meet objectives.
- Solution-based thinker- ability to anticipate issues, problem solve and provide solutions.
- Ability to multi-task and delegate according to the needs of the business
- Ability to maintain a calm demeanor and keep the team motivated during high volume times.
- Advanced knowledge of Office including Excel, Word, Outlook, and Teams or the technical aptitude to learn quickly
- Working knowledge of company ERP system (RLA) is considered an asset.
- Demonstrated motivation in achievement of company goals and desire to go the extra mile.

Qualified candidates are invited to email their resume in confidence to attention: Wendy Brotton, CHRP, Human Resources Manager; jobs@stfrancisherbfarm.com by **February 22, 2023** . We thank all applicants for their interest in exploring employment opportunities with St Francis Herb Farm however only those selected for an interview will be contacted. Applicants may be subject to a background check and must meet the security criteria designated for the position.