

Summary:

Reporting to the Logistics Manager, the Shipping Supervisor is responsible for the direction, organization, staffing and continuous improvement of all shipping and outbound logistics to ensure delivery of the *Phantom Experience* to our customers. As a key member of the Phantom Operations team, the Shipping Supervisor will provide leadership in the achievement of department goals, consistently demonstrate and encourage in others the organization's core corporate values, and champion Phantom's overall strategic vision.

Department Structure:

Subordinates reporting directly to the Logistics Manager are the Shipping Supervisor and indirectly the Shipping Team.

Positions reporting to the Shipping Supervisor are: Shipping Assistant(s), Order Picker(s), Shipper(s), Shipping Coordinator(s) and Shipping Team Lead(s).

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

- Organize, direct, manage and evaluate the personnel and operations of Phantom's Shipping and Logistics Department.
- Develop safe work practices and systems that ensures we can handle our unique products in manner that is safe for our employees and customers.
- In collaboration with Logistics Manager, recommend the hiring of resources necessary to maintain and improve department operations.
- Train, supervise, mentor and evaluate the performance of logistics staff
- Collaborate with staff, other departments, and decision makers to share information, problem solve, and clarify management objectives.

Logistics

- Support and implement the logistics strategy for the shipping function and the broader Phantom Network.
- Manage corporate & CUSMA regulatory compliance & work with Customs Broker to ensure compliance.
- Understand and service the needs of customers; maintain and develop positive business relationships with a customer's key personnel relevant to or directly involved in logistics activities.
- Support the development of a Service Level Agreement between Phantom and the Distributor Network.
- Stay informed of advances in logistics technology and approaches and apply within the organization to improve logistics processes.
- Establish key performance indicators, monitor ongoing performance, and improve performance in alignment with established goals.
- Support the management and selection of freight partners that meet the requirements of Phantom shipping schedules and quality – while meeting the needs of the distributor network.
- Oversee organization wide management freight providers. Cultivate and manage vendor relationships.
- Negotiate and manage contracts with common carriers to support required transportation requirements for material deliveries, inter warehouse transfers and outbound customer shipments.

- Drive improvement in On Time Delivery.
- Increase shipment planning to improve flexibility, reduce lead times, reduce shipping cutoff time.

Shipping, Inventory & Warehousing:

- Develop and implement new systems, best practices, Finished Goods inventory control & reporting.
- Develop a Finished Goods warehouse for FG inventory to achieve better visibility.
- Monitor inventory levels for small parts and stock doors to ensure we achieve the fulfillment goals.
- Implement and adhere to transaction management best practices.
- Manage the reverse logistics, restocking and / or disposition of items returned from customers

Small Part Order Picking:

- Overhaul the small parts picking location, process, and system.
- Improve accuracy of shipments reducing errors.
- Ensure that we have processes to support the capacity requirements.

Systems:

- Be the functional leader for in-house shipping systems & freight carrier provided systems. Ensure that they meet the needs of our business and are used effectively.
- Lead the establishment of a Warehouse Management System in conjunction with the Logistics Manager and Materials Manager.

Position Requirements:

- Self-driven and results-oriented with a positive outlook and a clear focus on high quality.
- Mature, confident and comfortable in dealing with a variety of contacts at all levels, particularly in negotiating contracts in a cost competitive market.
- A strategic and analytical thinker who has the ability to develop and present clear and concise analysis along with recommendations for change.
- Superior computer skills, including hands-on experience in the use of an integrated ERP system and use of Excel.
- Demonstrated experience in the application Lean Manufacturing

Academic Qualifications and Work Experience:

- Completion of the following post-secondary education:
 - Bachelor's Degree/College Diploma in a relevant field
 - Operations Management Diploma
- Achievement of the following designations are also desirable:
 - CITT-Certified Logistics Professional (CCLP)
 - Certified Supply Chain Professional/APICS
 - Certified in Production and Inventory Management
- Minimum 3 years Logistics Management experience in a manufacturing setting, including team leadership , contract negotiation, LTL & Couriers, 3rd Party Logistics, and warehousing

An equivalent combination of education and experience may be considered.