



Job Description

Updated 6/2/04

Job Title: Yard Manager

Summary

The Yard Manager must demonstrate great customer service at all times, effectively manage all yard associates, and is responsible for all yard operations. The Yard Manager is highly involved in the day-to-day replenishment activities and maintenance of budgeted inventory levels and must have a watchful eye for shrink issues. The Yard Manager must train and evaluate associates. Ensures that the entire department operates according to Marvin's policies and procedures. The Yard Manager must be knowledgeable of the local market, customer base, seasonality issues, competition, and other specifics and peculiarities of the local market that may influence the business.

Major Objectives

- A. To meet and exceed sales and profit targets/budget
- B. To manage the inflow and outflow of materials in such a manner that it is accurately received and stored properly to insure against damage and theft and to provide for efficient loading.
- C. Manage the outflow (shipping) to provide a high level of customer service, with high accuracy and maximum protection from damage and shrink.
- D. To properly maintain the equipment, facilities, and appropriate records at a high standard.
- E. To recruit, train, and motivate an upbeat customer service-oriented staff.
- F. To operate the department at a high level of productivity utilizing excellent cost control measures.
- G. To create and maintain a team atmosphere in the department and with other departments.
- H. To maximize the use of available resources and achieve high productivity utilizing excellent cost control measures.
- I. To make timely decisions and take corrective action where necessary.
- J. Maintain a "team oriented" environment with high morale.
- K. To insure that the Yard is managed according to Marvin's policy and procedures.
- L. To have a group of very satisfied customers who are treated according to Marvin's Mission and Values.

Essential Duties and Responsibilities, Include but are not limited to

- A. Achieving department goals through her or his key associates and/or her or his own actions.
- B. Properly merchandising the yard and insuring that associates provide great customer service to meet the customer's needs and to exceed the customer's expectations.
- C. Verify that merchandise is received, stored, and merchandised according to established procedures.
- D. Monitoring deliveries procedures so that merchandise is loaded and delivered on time and customers coming to pick up merchandise are processed promptly and courteously.
- E. Acting to solve problems immediately upon their discovery
- F. Scheduling and shipping materials by company trucks.



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- G. Receiving of all outside freight.
- H. Planning each day's activities, discussing the plan with team members, and insuring that the plan is executed.
- I. Maintaining company standards on housekeeping and equipment, the general condition and merchandising of the Yard.
- J. Monitoring shipping functions to assure that it is being done accurately, in accordance with company policy, and on a timely basis.
- K. Other functions as assigned by her/his supervisor.

Supervisory Responsibilities

Provide great customer service and motivate associates to do the same. Creates and maintains a team-oriented environment with high morale. Supervising and interacting with all associates and providing and inspiring a level of outstanding customer service to all customers and the community. Insures that the entire yard operation is run by Marvin's policies and procedures. **All of the above is to insure that when our customer walks out the front door, drives out of the gate, receives a delivery, or brings something back, they feel so good about what just happened that they want to come back and do business with us again.**

Qualifications

Must demonstrate excellent leadership and problem-solving skills. Be able to manage with limited supervision. Must have good oral/written communication skills in order to effectively interact with customers, vendors, and other associates. Must be customer service oriented and team-oriented. Must have good management and organizational skills. Must understand and interpret data presented in statistical or numerical form and be able to use it effectively in assessing and coordinating the merchandise and operational aspects of the store operations. Must be detail oriented and handle multiple tasks in a fast paced environment. Must be able to climb up and down ladders, reach, bend, twist, kneel, lift up to 50 lbs., handle large odd shaped items, and stock items in overhead areas. Must be able to learn to use a computer and fax machine to complete assigned tasks. Must be able to work a flexible schedule including weekends, evenings, and holidays.

This job is a salary position with eligibility for bonus on store performance. There are no guarantees for career progression. This does not mean that you will not be considered for other store positions or opportunities. Marvin's culture is to promote from within and special consideration will be given to Marvin's candidates with experience.



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Marvin's, Inc. complies with all applicable equal employment laws, including the Americans with Disabilities Act. Qualified individuals with a disability may request reasonable accommodation from the company.

I have read my job description and understand it.

Print Name

Signature

Date