

## **Job Title: Business Process Operations Associate**

**Normally Reports to: Business Process Manager**

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**Job Objective:** Responsible for the support of daily operations that promote efficient operations to achieve branch and corporate goals while satisfying the needs of the customer in an efficient and courteous manner.

**Essential Duties and Responsibilities:** In addition to the essential job functions described below, all associates will perform duties requested by management. Assigned responsibilities and duties may vary based upon location size and operation.

- Inventory allocation support
- Promote and support the development of effective communication between warehouse and sales teams
- Manage all File Maintenance required (e.g. FAST, Driver, Buyer)
- Build reporting tools to review net cost analysis to improve efficiencies with operations and lower cost to deliver products
- Assist in building processes to improve efficiencies with operations and the customer experience (production, packaging, shipping, routing, invoicing)

### **Operations**

- Assist in reporting and review all daily processes are handled accurately & timely
- Review and report out on invoice previews; stock, direct and cash sales
- Review Invoice Cost reports versus Average Cost reports daily
- Review and report out inventory adjustments
- Review end-of-month sales journal
- Ensure proper use of Internal Customer process
- Review vendor negative balances and old items on monthly statements
- Review Branch Performance Review (BPR) daily
- Assist in freight verification management
- Inventory allocation support
- Promote and support the development of effective communication between warehouse and sales teams
- Manage all File Maintenance required (e.g. FAST, Driver, Buyer)

### **Business Development**

- Assist management in developing and communicating overall sales and market strategy utilizing an asset management approach through data analysis
- Understand and support development of relationships with key vendors
- Identify new product and business opportunities based on customer needs on an ongoing basis

DATE: \_\_\_\_\_ INITIALS: \_\_\_\_\_

- Assist management in developing a proper Price Matrix
- Support in the integration and prioritization corporate programs and initiatives into branch operations
- Completion and follow-up of expense/operating budget

**Purchasing/Inventory**

- Maintain efficient inventory stock levels & reorder pints
- Review negative item report daily
- Conduct product file maintenance daily
- Manage/sell “no value” material
- Help prepare Weekly File Maintenance process with the responsible associates and SPC
- Review and process Direct Purchase Orders
- Help ensure accurate List Prices and Freight Claims
- Act as a point of contact with purchasing and communicate with Purchasing Agent or Shared Purchasing Centers (SPC) on product needs and potential product shortages
- Facilitate disposal of all surplus/ defective returns

**Other**

- Assist in other areas of location as needed
- Communicate openly and effectively with other associates to provide them with necessary functional reporting and information
- Represent the company in a professional manner at all times ensuring quality customer service
- Abide by and enforce all policies, rules, and regulations of the company including all applicable safety rules, regulations and procedures
- Support corporate programs, goals, and initiatives of the company
- Work overtime as needed
- Assist in conducting physical inventories
- Maintain communication with associates regarding budget and other important company information during monthly meetings
- Visit of satellite locations to ensure understanding and compliance with all Operational, Sales, and Management policies and Best Practices

**Knowledge, Skills, and Abilities:**

- Excellent reporting skills in Microsoft Excel & Power BI (is a plus) (i.e. Pivot Tables, Power Queries & Pivots)
- Microsoft Office Suite experience (Excel, PowerPoint, OneNote, Visio, etc.)
- Sage 100 (DM2) experience/knowledge is a plus
- Excellent communication/collaboration abilities to convey complex data and information across multiple teams
- Thorough understanding of current SOP for the branch with the ability to identify and resolve gaps
- Customer service skills
- Leadership skills

- Organizational skills
- Problem solving skills
- Communication skills (oral and written)
- Data analytics and reporting
- Ability to operate effectively under stress
- Time management and able to work toward deadlines
- Coaching skills
- Develop an in-depth understanding of the company's operational system
- Critical thinking and problem solving
- Able to embrace, initiate, and drive change
- Product knowledge
- Supplier knowledge

**Performance Measurements:**

- Sales results (overall and versus budget)
- Operating expense (as a percent of sales)
- EBITDA percent
- Labor cost as percentage of gross profit
- Operational Key Performance Indicators
- Days in inventory
- Working capital

**Physical Requirements:** The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

- Vision: minimum vision required to prevent injury from oneself and others
- Hearing: perceiving the nature of sounds with or without correction
- Talking: expressing or exchanging ideas by means of the spoken word
- Lifting small weighed objects constantly; 20 pound objects frequently and 25-50 pound objects occasionally
- Climbing ladders, stairs and ramps
- Balancing, pushing and pulling
- Crouching, kneeling, reaching and grasping objects
- Walking: move about inside the office and/or branch facilities as well as airport/travel needs
- Sit/Stand: Must be able to remain in a stationary position 50 percent of the time
- Capable of traveling as required

**Attendance Requirements:** Attendance on a regular, consistent basis is mandatory, including arriving at the time as scheduled

**Accommodations:** Essential functions of this position may include but are not limited to lifting, reaching, bending, stooping, twisting, kneeling, crouching, carrying objects, ascending/descending stairs and commuting to work location. If you are an individual with a disability and need a reasonable accommodation to perform the essential job functions under the Americans with Disability Act (ADA) or other state or federal law, you may request the accommodation below.

Accommodations requested:

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I have read this job description. I understand the essential duties, responsibilities and physical requirements of the position.

Printed Name: \_\_\_\_\_

Signed Name: \_\_\_\_\_

Date: \_\_\_\_\_