



## DC Returns Supervisor

**Job Title:** DC Returns Supervisor  
**Status:** Full-Time  
**Reports To:** Warehouse Manager  
**Department:** Warehouse  
**Direct Reports:** Yes  
**Location of Job:** Mequon, WI  
**Prepared Date:** 09.2021  
**Exempt/Non-Exempt:** Exempt

Founded in 1872 and based in Wisconsin, [Design House](#)® provides a variety of home products to create living spaces you'll love at prices you'll appreciate. We offer products for every room at an affordable price because we believe that upgrading your home shouldn't break the bank.

### Job Purpose:

The DC Returns Supervisor is responsible for the returns warehousing activities for the company. In this position, you will staff, organize, and direct operations within the Distribution Center to effectively manage the receipt, RMA transactions, disposition, repair, re-packaging, and put away of products within specified service levels.

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary.

- Hands-on floor visibility to ensure team is following process and providing ultimate Safety, Quality, Delivery, & Productivity improvement for the company
- Role of gatekeeping for all returns to include identifying unjustified returns,
- Collection and analysis of returns data for purposes of suggesting improvements for delivery, quality, packaging, and useability of DHI products
- Recommend/make decisions regarding new programs/initiatives (i.e., identify, process development, and implementation of next category/customer of return items) that have significant impact to the business
- Control costs through productivity of personnel, efficient utilization of storage space, and proper protection of stored materials
- Responsible for enforcing company policies of conduct and safety
- Initiate disciplinary action
- Analyze current procedures/processes and recommend solutions to improve Safety, Quality, Delivery, & Productivity.
- Maintain SQDC boards and research problems in ERP system
- Develop, educate, mentor, and motivate assigned staff
- Achieve planned results by decisions and actions based on professional methods, business principles and practical experience
- Implement & support a culture of visual management and Managing for Daily Improvement (MDI)
- Effectively lead change to ensure distribution center support for company and returns

Please send cover letter and resume to:

**Gabriela Oberlander**

[goberlander@todaysdesignhouse.com](mailto:goberlander@todaysdesignhouse.com)

5205 W. Donges Bay Rd.

Mequon, WI 53092



## DC Returns Supervisor

process objectives.

- Develop and implement plans using technology to reduce costs and improve customer service
- Inventory Control of parts and materials, including cycle count & purchasing strategies
- Other duties as assigned

### Qualifications:

- Bachelor's Degree in Production, Logistics, Operations, Supply Chain, Management (or related field of study) or equivalent combination of education and experience.
- 5-10 years' experience in logistics operations and/or returns processing
- Demonstrated strong analytical skills
- Excellent leadership /managerial skills
- Strong technology background. Computer experience including MSOffice, Excel and ability to learn or have knowledge of ERP system functionality, and various WMS systems
- Knowledge of best warehouse returns practices to include equipment and RF experience
- Must have a sense of urgency around completion of work
- Maintenance, carpentry, craftsman, repair skills highly desirable
- Forklift certification preferred
- OSHA training preferred
- Bilingual in Spanish a plus
- Experience managing in a formal continuous improvement (Lean) environment a plus

### Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear. The employee must regularly lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

### Work Environment:

While performing the duties of this job, the employee is exposed to the office and warehouse conditions prevalent at the time in terms of temperature/weather. The noise level in the work environment is usually minimal.

Please send cover letter and resume to:

**Gabriela Oberlander**

[goberlander@todaysdesignhouse.com](mailto:goberlander@todaysdesignhouse.com)

5205 W. Donges Bay Rd.

Mequon, WI 53092