

THE YORK WATER COMPANY
Job Description

JOB TITLE: Assistant Supply Chain and Operations Services Manager

EXEMPT: Yes

DIVISION: G & A

LOCATION: Distribution Center

REPORTS TO: Supply Chain and Operations
Services Manager

DEPARTMENT: Distribution

PREPARED BY: Human Resources

APPROVED BY: VP-Operations

DATE: October 2023

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SUMMARY: Assists the Supply Chain and Operations Services Manager by managing and optimizing scheduling, dispatching, supply chain, fleet management, and permitting for the functional departments (meter repair, distribution, wastewater, etc.).

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Assist Supply Chain and Operations Services Manager with all tasks relating to management of the Operations Services Team and Supply Chain functions.
2. Directly supervise Operations Services Associates.
3. Direct work and assist with supervision of Meter Repair personnel.
4. Manage and organize the workflow related to scheduling meter installations, repairs, and exchanges, including communications with customers.
5. Identify and assist with implementation of new products and technologies for field applications.
6. Responsible for the efficient operation and maintenance of the meter reading equipment and technology in cooperation with the Supply Chain and Operations Services Manager.
7. Responsible for the efficient and effective coordination of field personnel and daily assignments.
8. Coordinate permit activities.
9. Regularly investigate, address, and respond to customer inquiries via various communication methods.
10. Assist with management of warehouse and meter shop inventory.

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11. Ensure completion of required administrative tasks in an accurate and timely fashion, identifying and implementing process improvements as needed.
12. Responsible for fleet record keeping, including fuel usage, maintenance records, etc.
13. Responsible for company pool vehicle program.
14. Keep current on all regulations and laws pertaining to the operations of the Company and ensure that the Company's operations comply with the aforementioned regulations and laws.
15. Remain current on changing technologies, practices, and procedures to improve the operation of the department through classes, seminars, professional meetings, and technical journals and submit efficiency improvement recommendations for same.
16. Coordinate cross-functional activities in order to address customer service requests and needs as well as emergency response.
17. Ensure and provide coverage of materials and supply dock as necessary.
18. Consistently demonstrate positive and professional behavior with all internal and external constituents.

SUPERVISORY RESPONSIBILITIES:

- Supervise 1-5 direct reports.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding, disciplining, and mentoring employees; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- Bachelor's Degree in business, management, supply chain, and/or related field, and a minimum of three years relevant experience; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid PA driver's license.

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OTHER SKILLS AND ABILITIES:

- Strong planning, time management, and organizational skills. ability.
- Strong process improvement abilities.
- Excellent communication skills, both written and verbal
- Strong comprehension, problem-solving, and critical thinking skills
- Excellent customer service skills
- Strong mathematical/calculation skills.
- Proficient use of standard office equipment and Microsoft Office Suite.
- Strong ERP system knowledge and database experience.

PHYSICAL DEMANDS:

- Ability to operate a forklift for loading/unloading materials.
- Regularly required to use hands to handle, or feel objects, tools, or controls; reach with hands and arms.
- Is frequently required to stand, walk and sit.
- Occasionally required to climb or balance; stoop, kneel, or crouch.
- Required to talk, hear, and see.
- Regularly lift and/or move up to 25 pounds.
- Occasionally required to lift and/or move up to 50 pounds.
- Required to ascend and descend stairs.
- Specific vision abilities required by the job include close vision and the ability to adjust focus.
- Dexterity is required with the ability to operate hand tools, power tools, machine controls and computer controls.
- Ability to wear personal protective equipment (PPE) including gloves, safety glasses, hearing protection, respirators, and other required PPE.
- Ability to work under stress and work additional hours in order to meet deadlines and the requirements of the position during emergency situations.

WORK ENVIRONMENT:

- Typically works in an office environment.
- Occasionally works in outside weather conditions.
- The noise level in the work environment is usually moderate.
- Travel on public roadways between company facilities.
- May at times be exposed to chemicals and toxic substances and must take necessary precautions to protect eyes, nose, and skin from irritation.