

JOB DESCRIPTION

Job Title:	Hub Manager
Location:	Washington, DC
Reports to:	Head of National Operations
Type of Position:	Full-time

General Description

The Hub Manager will be responsible for supervising and managing the various entities associated within the geographical location that the branch services. The Hub Manager is responsible for ensuring the Hub is operating with the diligence and performance which meets the MERIDIAN standards. The goal is to manage the entire order cycle to enhance business development and ensure sustainability and customer satisfaction.

Job Responsibilities

- Supervising/scheduling employees.
- Recruiting, vetting, interviewing, and hiring additional employees.
- Managing employee hours; approving overtime.
- Hub's overall cleanliness and organization.
- Maintaining good relationships with existing customers and catering to their needs with superior customer service.
- Documenting and record-keeping of all movements of company assets.
- Implement and maintain the "5-S" System.
- Adhere to the company asset Maintenance Program. Trucks, trailers, etc.
- Inventory Management of all assets and accessories as well as keeping stock of required items prior to the inventory being depleted.
- Forecast the week's deployment schedule and ensure the vehicles, trailers and loads are in good working order for the installer to have a seamless installation.
- General safety of employees - annual training and recertifications.
- Organizing monthly safety meetings with installers to ensure that the MERIDIAN standards are kept up to date with appropriate documentation.
- Maintain a high level of employee morale to minimize turnover and maximize customer-service satisfaction.
- Strategically plan and manage logistics, warehouse, transportation, and customer services.

- Direct, optimize and coordinate full order cycle.
- Liaise and negotiate with suppliers, manufacturers, retailers, and consumers.
- Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency.
- Arrange warehouse, catalog goods, plan routes and process shipments.
- Resolve any arising problems or complaints.
- Supervise, coach and train warehouse workforce.
- Meet cost, productivity, accuracy, and timeliness targets.
- Maintain metrics and analyze data to assess performance and implement improvements
- Assist with deployments, when necessary, with occasional travel for deployments when necessary.
- Comply with laws, regulations, and ISO requirements

Skills and Qualifications

- 5 years of experience operating a branch or small business.
- Proven working experience as a Hub Manager.
- Full understanding of labor laws and overtime.
- Ability to multi-task, prioritize and manage time efficiently.
- Team Leader with the ability to mentor new employees.
- Microsoft Office Suite.
- Able to analyze problems and strategize for better solutions.
- Excellent written and verbal communication skills.
- Eager to expand branch with new accounts, clients, and businesses.
- Ability to drive pick-up truck + trailer a must.
- Record of successful distribution and logistics management.
- Demonstrate ability to lead and manage staff.
- Proficient in standard logistics software.
- Excellent analytical, problem solving and organization skills
- Ability to work independently and handle multiple projects.
- Forklift skills.
- Prepare to obtain Class A Driver's License.