



JL PROPERTIES, INC.  
REAL ESTATE DEVELOPMENT & MANAGEMENT

## Logistics Manager Job Description

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| Job Description: <b>Logistics Manager</b> |                                   | Position Type: <b>Salaried</b> |  |
| Department: <b>Maintenance</b>            |                                   | Classification: <b>Exempt</b>  |  |
| Location: <b>JBER</b>                     | Schedule:<br><b>40 hours/week</b> | Travel Required:<br><b>N/A</b> | Revision Date:<br><b>December 2020</b> |

### Job Summary

Aurora Military Housing, a leader in the real estate development, construction, and property management industry, is committed to providing America's military families with the quality homes and neighborhoods they deserve. We recognize the commitment military families make to our country and respond by providing comfortable homes in friendly neighborhoods.

The Logistics Manager is responsible for the oversight and daily operations of the warehouses at JBER; ensuring implementation and adherence to the processes for acquisition and disbursement of materials at JBER. The position is responsible for maintaining daily tracking and statistics, monitoring of benchmarks, and active involvement with planning, implementation, and problem-solving at JBER. The position will define and develop policies, procedures, methods, or standards as outlined by the Management or Corporate team.

The Logistics Manager perform a variety of administrative, maintenance and property management functions. They are directly responsible for all aspects of internal security to include: disbursement, collection and tracking of all fleet and facility keys, conducting tool inventories and overseeing daily use of high-profile tools or systems, and communicating and recommending corrective action for process non-compliance.

The Logistics Manager is responsible for the oversight and daily operations of the self-help center, ensuring implementation and adherence to the processes for disbursement of materials at the JBER self-help center. The position is responsible for maintaining daily, weekly, and monthly statistics, monitoring of benchmarks, and active involvement with problem-solving. The position will define and develop policies, procedures, methods, or standards as outlined by the Management or Corporate team.

The Logistics Manager is an integral part of the management team, playing a key leadership role for daily appliance operations, and directly supervises Appliance Technicians.

The Logistics Manager will directly supervise up to seven (7) employees, responsible for recruiting, training, coaching, and recognition. Daily interaction with potential tenants, resident tenants, vendors, and the Military.

### Job Duties and Essential Functions:

- Directly supervises Warehouse team (Maintenance Administrative staff) including, but not limited to: Warehouse person and Expeditors; indirect supervision of Maintenance staff, as appropriate.
  - Establish and maintain policies and procedures for the Warehouse staff; track part movement, evaluate par levels, and provide reports to management and corporate teams. Monitor shrink threshold and loss claim with warehouse and tracking reconciliation of the budget requirements and company standards.
  - Provide training and support to the Warehouse team and those employees involved in the creation, tracking, or reporting of asset, material, equipment, or supply requests.
  - Ensure daily order submission, follow up, receipt, timely filing, defined scheduling (when appropriate), and systematized tracking and reporting for all asset requests.
  - Ensure inventory accuracy within AMH to assure efficient and effective execution of defined processes and supply availability.
  - Conduct random daily part audits for all AMH inventoried locations and provide reports to verify accuracy of physical inventory.
  - Evaluate Warehouse team daily performance to ensure quality customer support. This position ensures quality internal customer support, precise order processing, delivery and tracking to ensure resolution and work completion.
  - Troubleshoot internal customer complaints to diplomatically resolve issues as they arise: office, phone, and email.
- Oversee the research/investigation into operational or process issues or complaints, as requested; evaluate effectiveness of warehouse support to other maintenance employees.
- Directly oversees fleet vehicle key control.
  - Assists with establishing and maintaining policies and procedures for the staff.
  - Implement daily disbursement and return of keys for the staff.

- Communicate non-compliance to staff supervisors or leads for follow up.
- Directly oversees Aurora facility key control
  - Assists with establishing and maintaining policies and procedures for the staff.
  - Implement disbursement and return of keys for the staff.
  - Communicate non-compliance to staff supervisors or leads for follow up.
  - Establish security practices to maintain key control during periods of office closure.
- Directly oversees asset distribution, tracking and repair.
  - Issues tools and rentable items to maintenance staff.
  - Performs routine tool audits.
  - Ensures repairs are scheduled or completed on tools, coordinating parts acquisition with the warehouse team.
- Directly supervises the Self-Help (U-Fix-It) Clerk.
  - Establish and maintain policies and procedures for the Self-Help Center staff.
  - Provide training and support to the team and those employees involved in the completion and reporting of daily work tasks.
  - Evaluate self-help center daily performance to ensure quality customer support. This position entails precise tracking and reporting, timely filing, defined scheduling and follow up, and systematized completion for all work tasks.
- Manage and oversee the Self-Help Center.
  - Develop procedures to track part movement, evaluate par levels, facilitate audits, and ensure Self-Help Center stock remains adequate.
  - Evaluate services, items, or rentals to offer to residents; using data, feedback, and financial restraints to guide decision making.
- Directly supervises Appliance Technicians.
  - Establish and maintain policies and procedures for the staff.
  - Implement work schedules for appliance repair and replacement work, route work orders to the appropriate staff or contract teams for completion.
  - Provide training and support to the staff and those employees with direct maintenance involvement in residential or commercial facilities appliance related work at JBER.
  - Evaluate staff's daily performance and ensure they are equipped with all the tools, materials, supplies, and PPE needed to perform their day-to-day workload.
- Manage and oversee vendor payables delivering on scope, schedule, and budget for the following types of cost:
  - Gas cards
  - Credit Cards
  - PO-generating invoices
  - Recurring invoices
- Manage and oversee parts hold process to including receipt of materials that allow scheduling, implementation, follow up, and tracking.
- Prepares a wide variety of written materials (e.g. correspondence, memos, reports, policy/procedures, budget, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the Maintenance Department.
- Adherence to CBA policies.
- Ensure compliance with state, local, and federal regulations.
- Liaise and attend meetings and other company functions necessary to perform duties and aid business and organizational development.
- Attend training to develop relevant knowledge and skills.

### Minimum Education and Experience

1. Three years management experience, including two years of supervisory experience, and one year of accounting experience, required. Customer service experience preferred.
2. Bachelor's Degree in related field preferred.
3. Must be adept in the use of computer software, including Microsoft Office, Excel, Outlook, Word, PowerPoint, Yardi Property Management software, inventory relational database software, and web-based programs.
4. Strong verbal, written, analytical and basic mathematics, persuasive skills, and the ability to interact effectively with all levels of employees, management, or customers.

### Certifications

- Valid Alaska Driver's License; possession of functional, insured vehicle.
- Ability to be insured by company's auto insurance.
- Ability to obtain applicable safety, engineering, mechanical, and property-related certifications as deemed necessary.

### Tools and Equipment Used:

Motor vehicles, hand tools, telephones, photocopiers, facsimile machines, and calculators.

**Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to walk; sit, use hands to finger, handle, or feel objects, equipment, or controls; and talk or hear. The employee is occasionally required to stand; drive; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.
- The employee may infrequently need to lift, push and or pull up to 30 pounds.

**Work Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed at various locations within the properties managed by JL Properties, Inc., and owned by Aurora Military Housing, LLC, Aurora Military Housing II, LLC, and Aurora Military Housing III, LLC at Joint Base Elmendorf-Richardson, Alaska.
- The employee infrequently works in outside weather conditions.

**Supervision Received:**

The Logistics Manager must possess the capability to work independently, under the supervision of the General Manager. This position reports directly to the General Manager.

**Supervision Exercised:**

The Logistics Manager is responsible for the oversight and communication, the hiring process, training, scheduling, assignments of work, and personnel actions for the maintenance employees assigned to appliance or warehouse-oriented positions, and to administrative employees working in the self-help center.