E.B. Horsman & Son

The Electrical Distributor of Choice!

Opening: Distribution Center Manager, Edmonton
Apply on Career site: https://ebhorsman.com/company/careers?jobId=40a9ab15-ef53-ddc2-613a-24155fd9a64c

Who we are
We are strong, nimble, and growing! EB Horsman & Son is proud to be a fifth generation family owned, successful Western Canadian electrical distributor with 20+ locations throughout BC, Alberta, and Saskatchewan, consistently recognized as one of Canada's Best-Managed companies. We take pride in living our core values and carrying out our mission statement of helping our communities thrive since 1900s. At E.B. Horsman & Son, we're committed to a workplace where everyone belongs. If you're qualified, we'd like to hear from you.

What we offer
- Birthday off
- Health, dental, and employee assistance program benefits
- Annual profit-sharing
- Employee share ownership program (ESOP)
- RRSP matching after 1 year of employment
- Access to EBH University for personal & professional growth

Onsite work location
Located at **11767 186 St NW Edmonton, AB** this is an onsite full-time permanent position.

Why this role matters
The Distribution Centre Manager oversees day-to-day distribution centre (DC) operations, facility management, safety, and personnel leadership to ensure a highly efficient, accurate, and safe working environment. This role leads a **small, hands-on team of approximately 6 employees**, balancing strategic oversight with active involvement in daily operations.
The DC Manager manages warehouse staff performance, ensures compliance with regulatory and internal standards, and continuously improves warehouse processes while providing operational support across multiple functions. Leading by example, this role upholds EBH core values, demonstrates strong business and financial acumen, and fosters engagement, accountability, and continuous improvement across the team. This role reports to the VP of Operations.

What to expect in the role
Warehouse Operations and Logistics:
- Oversee day-to-day warehouse activities including receiving, picking, packing, shipping, and replenishment.
- Recommend and implement adjustments to maintain smooth, efficient, and on-time operations.
- Analyze and refine warehouse workflows to maximize operational efficiency.
- Adjust staffing levels, equipment usage, and processes to meet operational targets.
- Identify bottlenecks and implement corrective solutions.
- Ensure daily cycle counts, inventory accuracy, and proper storage practices.
- Maintain a warehouse environment that reflects Best-in-Class standards.

- Oversee inbound and outbound logistics coordination, including carriers and freight organizations.
- Recommend transportation carriers and resolve freight-related issues.
- Perform all functions of a Materials Handler as needed.
- Support team members by training and assisting with daily tasks.

Team Leadership and People Management:

- Manage DC Material Handlers and the Warehouse Administrator.
- Identify staffing requirements, conduct interviews, and make hiring decisions.
- Build a team with the right mix of skills, experience, and scalability.
- Collaborate with Trainers to implement training and skill-development programs.
- Work with HR on progressive discipline and termination decisions.
- Ensure timely completion of performance reviews and goal setting.
- Oversee communication and delegation of disciplinary meeting tasks to DC supervisors.
- Address conflicts promptly and professionally to maintain a positive work environment.
- Motivate and inspire team members to meet and exceed goals.
- Provide coaching, guidance, and professional development support.
- Identify performance or skill gaps and develop improvement plans.
- Schedule regular staff meetings to communicate updates, successes, and areas for improvement.

Warehouse Software:

- Ensure proper functioning of the Warehouse Management System (WMS) and RF scanner tools.
- Collaborate with WMS support and IT teams to resolve system issues or implement upgrades.
- Assist with integrating new technology solutions.
- Train staff on WMS usage and RF scanner systems.

Health and Safety Compliance:

- Stay current with provincial safety regulations and industry standards.
- Ensure compliance with all health and safety requirements.
- Promote and reinforce a safety-first culture throughout the Distribution Centre.
- Serve as an active member of the Safety Committee.

Warehouse Equipment Maintenance:

- Develop and manage preventative maintenance schedules for warehouse equipment (e.g., forklifts, power jacks).
- Coordinate and execute equipment maintenance contracts.
- Manage wire calibration processes across all EBH locations.
- Arrange timely repairs or replacements to reduce downtime and safety risks.
- Manage the equipment maintenance budget effectively.

Warehouse Training Programs:

- Oversee all warehouse training initiatives.
- Collaborate with HR and stakeholders to develop training materials, manuals, and documentation.
- Ensure all staff receive safety training and participate in regular safety drills.
- Act as the company's "trainer for trainers" for forklift certifications.
- Train and certify warehouse staff in forklift operation.

Warehouse Administrator Duties:

- Provide backup support for Warehouse Administrator functions.
- Inspect merchandise and investigate shortages.
- Process supplier freight claims according to established procedures.
- Liaise with truck drivers for product transfer coordination.
- Respond to internal inquiries regarding product or freight issues.

Reporting:

- Define and track KPIs such as order accuracy, on-time delivery, and inventory turnover.
- Use data analytics to identify trends and operational performance patterns.
- Translate warehouse data into actionable insights.
- Develop strategies and action plans to close performance gaps.

Quality Control and Continuous Improvement:

- Drive continuous improvement in warehouse operations.
- Initiate actions to prevent recurrence of quality issues.
- Document quality problems through the nonconformance program.
- Control processing when quality issues are identified.
- Verify and support problem-solving activities.
- Implement corrective-action plans for system non-conformances.

Other Duties:

- Perform additional tasks as required to support strategic and operational goals.
- Oversee potential counter sales and customer service activities.
- Act as local point of contact for tenants.
- Coordinate quarterly preventative building maintenance for the EBH portion of the facility.
- Remain on call 24/7 for emergencies during and outside working hours.
- Work with contractors on maintenance issues related to landlord responsibilities.

Ideal candidate profile

- Certificate or diploma in warehouse operations or supply chain management
- 7+ years of distribution and warehouse experience
- 3+ years of supervisory experience
- Demonstrated experience administering warehouse management software
- Strong verbal and written communication skills
- Intermediate computer skills with proficiency in MS Office and the ability to learn new software
- Basic mathematical skills with ability to calculate simple equations mentally
- Forklift operator certification is a strong asset
- Experience using and administering radio frequency scanner systems is a strong asset

Our Core Values: Celebrating the Past, Empowering the Future

Teamwork l Integrity l Continuous Improvement l Resilience l Empowered

Compensation is determined by the candidate's experience, education, qualifications, role complexity, internal equity, and other relevant factors. We thank all applicants for their interest. Only those living in Canada with permanent work authorization will be considered. Please note that only candidates selected for an interview will be contacted.