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### Job Description: MFC Shift Officer

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| **Job Title:** |
| MFC Shift Officer |
| **Department:** |
| Branch Fulfilment Team |
| **Profession *(Marketing, Finance, etc.):*** |
| Supply Chain |
| **Work Level:** |
| WL 1B/1C |
| **Location *(City, Country):*** |
| Mumbai/ Delhi/Bangalore/Hyderabad/Kolkata |
| **Main Job Purpose:**  *(A concise statement setting out the main purpose and objectives of the job.)* |
| To drive warehouse fulfilment operations to the agreed plan on volume, cost, safety, quality and other KPIs |
| **Key Accountabilities:**  *(Please describe the responsibilities and end results that would be expected.)* |
| * Ensure Inbound of Full cases from Factory and Depot. * To plan phasing of Inbound/ Pick-Pack- Sort/ outbound operations phasing on on the shop floor to achieve agreed shift targets in velocity, volume, quality, output reliability, cost and safety. * To liase with 3 PL to organize and control labor (operators, supervisors, loaders) for operations in terms of numbers and skills. * To monitor pick- pack and sort productivity and propose required changes to improve productivity level * To ensure timely conclusion of day’s operation to ensure N+1 Serviceability of the order * To ensure stock hygiene and timely execution of controls such as cycle count & other inventory hygiene * To ensure that workers wear their appropriate personal protective clothing and comply with safety, health and environmental rules * Ensure implementation of right GWT & hygiene practices across depot operations * To liaise between KSP /LSP & Sales team to ensure a streamlined operation, understand and address concerns * To drive preventive maintenance activities on the shop floor and ensure 0 downtime * Keep track of Depot expenses, bills and implement right controls/initiatives for cost savings * To support the implementation of best practices and SOPs on the shop floor * To identify skill gaps and organise training for workers. * To continuously improve operations by identifying areas for process development. * Be conversant with technology/apps usage for a digital warehouse operation and good understanding of IT support systems |
| **Professional Skills:**  *(The minimum requirement from the job skills profile should be described, including degrees/qualifications preferred.)* |
| **ESSENTIAL**   * University degree, Supply chain (APICS etc) qualification advantage   Please refer to Job Skills Profile.  **PREFERRED**   * Degree in Engineering and Preferably a Master of Business Administration in Logistics * Special studies in Supply Chain related subjects. |
| **Experience Required:**  *(Please detail essential and desirable experience, including no. of years.)* |
| **ESSENTIAL**   * 1-2 Years in Supply Chain operations * Experience of working with 3PLs/handling high velocity fulfilment centres * Design and automation experience * Budgeting & Planning   **PREFERRED**   * FMCG / E-com experience |
| **Travel:**  *(Please make it clear if the job will require travel within the country or abroad and give an idea of how often the candidate will need to be away from home.)* |
| As per job requirements |
| **Contacts:**  *(Please list any internal and external contacts arising from the job.)* |
| **Internal:**   * Branch Operations team * Customer Service/Distribution Planning * Accounting / Finance * Quality Assurance * Regional CSE Teams   **External:**   * Regional and local 3PL |