



POSITION DESCRIPTION: Senior Warehouse Operations Manager

CANA LLC (CANA) is a purpose-driven firm that applies analytics-based logistics solutions for Federal/State U.S. Government and commercial clients. CANA's principles include integrity, quality, best value, and respect. We believe that a better quality of life is achievable. The science around, and application of, quantitative methods can make a difference. Our brand, **Powered by CANA Analytics®**, refers to our CANA professionals and our solutions. It is the power of having subject matter experts who can deliver a fusion of information to our clients. This includes applied analytics methods, software development, supply chain and logistics operations, warehousing, program and project management, energy infrastructure and mobility planning, and logistics systems integration.

CANA is a virtual company requiring all employees to work effectively across multiple web-based collaboration, knowledge management, file storage, and work environments. The CANA Senior Warehouse Operations Manager must work effectively with technical teams using these technologies. The Senior Warehouse Operations Manager will present themselves and their work professionally and represent CANA with the utmost pride to clients as well as in working groups, conferences, and all company (internal and external) interactions.

As a CANA employee, the Senior Warehouse Operations Manager is also encouraged to identify worthwhile causes related to the employee's areas of interest that CANA can support..

Summary

The Senior Warehouse Operations Manager is a proven leader in the warehouse industry and possesses the entrepreneurial mindset critical for success in a competitive software and services market. The candidate can demonstrate measurable results from having led continuous improvement efforts in an eCommerce warehouse environment (Kaizen).

The Senior Warehouse Operations Manager's responsibilities include:

- CANA Warehouse Management Software (WMS) product Ownership (functional leadership of the technical development team with Project Management responsibility (cost, schedule, performance).
- Hands-on leadership of CANA Warehouse Software & Services (WS2) onsite client implementation teams.
- Conduct onsite client warehouse assessments and make clear, actionable recommendations in a formal written report to the client.



The Senior Warehouse Operations Manager can apply their knowledge and experience of commercial eCommerce fulfillment to CANA WMS product development and apply and implement commercial best practices with CANA Warehouse clients. They can, using specific warehouse experience, create and amend detailed user stories to guide software developers in the creation and improvement of features with the SaaS CANA WMS offering.

The CANA Senior Warehouse Operations Manager supports the CANA WS2 sales process; assists with business development pursuits, and, at times, leads pursuit efforts in shaping new opportunities within CANA markets. They produce professional written recommendations to the client(s) as part of the sales process and represent CANA's business interest to qualified sales leads, addressing questions and concerns, and delivering business to the CANA Warehouse Software and Services Market.

Requirements

Education. Bachelor of Arts or Science Degree is required. Degree in Supply Chain Management preferred. Master's Degree in Business Administration preferred.

Preferred Certifications. Project Management Professional (PMP); Lean Six Sigma Certification.

Experience. 6+ years of experience in commercial eCommerce inbound/outbound operations management, inventory control, quality assurance; or 10+ leading logistics/supply chain functions in the U.S. military (veteran).

The Senior Warehouse Operations Manager shall possess eCommerce warehousing experience delivering results as an Inbound/Outbound Operations Manager with direct experience leading teams in receive, stow/putaway, pick, pack, and/or ship; and/or experience as an Inventory Control and Quality Assurance Operations Manager; and/or experience as a process engineer.

Skills. Required skills include:

- Technical mastery of modern commercial warehouse practices including scan- function enabled process path execution for Receive, Transfer, Putaway, Pick, Pack, Shop, and Count and the ability to draw operational execution performance conclusions from the data these process transactions generate over time.
- Demonstrated experience in client facing roles requiring understanding of client needs, requirements development, client mitigation, and product delivery.
- Applied experience working with different management tools and solutions (i.e., Google Suite, project management tools, knowledge sharing, task management, etc.) and



integrating these into organizational project management practices. Working familiarity with JIRA as a project management platform is a plus.

- Communicating at multiple management and technical levels and across the spectrum of work environments - understanding and adapting appropriately for the environment.
- Effectively leading, managing, and developing warehouse management talent.
- Defining, organizing, delegating, and monitoring tasks through completion.
- Leading working groups of multi-functional participants that include developing objectives, developing working products from working group meetings, and integrating outcomes into program activities that touch multiple facets.

Desired Abilities. These include an ability to:

- Define functional software use cases for warehouse operations and communicate these with software developers to effectively and efficiently develop software.
- Test software features and provide feedback to software development teams.
- Develop warehouse key performance indicators (KPI) in the areas of safety, quality, cost, and people; data specific to client needs.
- Develop dashboards using transactional data to help the warehouse client understand their warehouse team's performance and guide both daily and strategic operational decisions.
- Apply knowledge of military and/or commercial supply chains and systems to develop new concepts and processes.
- Applied experience with information-based dashboards and analysis software (MS Power BI, Tableau).

Travel

- At least 15% domestic travel required. Travel requirements will vary depending on assigned projects.

Security Clearance

- Ability to pass a National Agency Check with Law and Credit (NACLC) background check.

PLEASE SUBMIT RESUME TO: Anna Sterrett at asterrett@canallc.com