



JOB DESCRIPTION

Operations Manager II – Station Operations Manager II – Hub

REPORTS TO:	Area Manager (or Sort Manager, P&D Manager, Assistant Manager or Senior Manager based on facility size)	DATE CREATED:	July 2016
DEPARTMENT:	Field Operations	FLSA STATUS:	Non-Exempt

SUMMARY

This is a frontline manager position that manages specific day-to-day operations and an assigned staff within a FedEx Ground (FXG) station or hub. Responsible for ensuring efficient package sortation through the management of Package Handlers. The Operations Manager may also manage administrative employees and functions and ensures administrative processes are compliant with FXG policies and procedures and governmental regulations.

ESSENTIAL FUNCTIONS

- Management responsibilities include, but are not limited to: hiring, terminations, coaching, training, recognition and rewards, performance evaluation and management, discipline, addressing employee concerns and staff productivity
- Plans, organizes, staffs, directs and controls specific day-to-day operations within the station or hub
- Responsible for assigning and managing employees to ensure the efficient sortation of packages through the facility, minimizing operational cost and maximizing operational quality, including the movement, tracking and administration of trailers (in conjunction with the linehaul department as applicable)
- Analyzes operational performance through direct observation, interpretation of reports and collaboration with others. Determines opportunities for improvement of key metrics and executes action plans to achieve results
- Leads daily employee and/or planning meetings to ensure workforce communication and understanding of operational updates and daily goals
- Participates in the development of and responsible for administering company employee relations strategies, including maintaining the confidentiality of such material and matters
- Investigates, resolves and/or escalates customer service issues, as appropriate
- Responsible for training new employees regarding job duties and performance expectations and ensuring compliance with FXG policies, procedures and other training requirements, including but not limited to training related to quality assurance, SWAK, hazardous materials, and dock safety
- Mentors and develops critical skill sets in lower level Operations Managers.

NONESSENTIAL FUNCTIONS

- Performs other duties as assigned

MINIMUM EDUCATION

- High school diploma or GED required; Bachelor's degree in Business, Logistics or a related area preferred

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MINIMUM EXPERIENCE

- One (1) year management experience required in transportation industry or related area.

REQUIRED SKILLS, ABILITIES AND/OR LICENSURE

- Ability to inspire a shared vision and empower and motivate a team
- Demonstrated ability to build professional rapport, effectively lead a team and positively influence diverse groups
- Proven ability to apply sound business judgment to establish and accomplish goals
- Verbal and written communication skills necessary to communicate with various audiences and ability to effectively provide employees instruction on process and practice
- Ability to read, interpret and draw conclusions from numerical data and written information
- Software skills, including use of Microsoft Office software and web-based applications
- Ability to maintain a working knowledge of relevant technology-based projects, including various devices and computer-based applications
- Ability to mentor, coach and act as a knowledge resource to other employees.

WORKING CONDITIONS AND DEMANDS

EQUIPMENT							
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%	
Telephone		Yes	X				
Copier		No	X				
Computer		Yes		X			
Fax Machine		No	X				
Hand Tools (e.g., hammer, shovel, screwdriver)		No	X				
Power Tools (e.g., drill, electric saw)	X	No					
Vehicles (e.g., motorized cart, switcher, forklift)		Yes	X				

EXPOSURE							
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%	
Indoor		Yes				X	
Outdoor		No	X				
Hot Temperatures		Yes		X			
Cold Temperatures		Yes		X			
Loud Noise		Yes			X		
Fumes		Yes		X			
Video Display Terminal (VDT) Screen		Yes		X			

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PHYSICAL DEMANDS						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Standing		Yes				X
Sitting		No	X			
Walking		Yes			X	
Bending		Yes			X	
Stooping/Squatting		Yes		X		
Reaching		Yes			X	
Lifting 5-10 lbs.		Yes			X	
Lifting 10-20 lbs.		Yes		X		
Lifting 20-30 lbs.		Yes		X		
Lifting 30-50 lbs.		Yes		X		
Lifting >50 lbs.		No		X		
Carrying 5-10 lbs.		Yes			X	
Carrying 10-20 lbs.		Yes		X		
Carrying 20-30 lbs.		Yes		X		
Carrying 30-50 lbs.		Yes		X		
Carrying >50 lbs.		No	X	X		
Pushing 5-10 lbs.		No	X			
Pushing 10-20 lbs.		No	X			
Pushing 20-30 lbs.		No	X			
Pushing 30-50 lbs.		No	X			
Pushing >50 lbs.		No	X			
Pulling 5-10 lbs.		No	X			
Pulling 10-20 lbs.		No	X			
Pulling 20-30 lbs.		No	X			
Pulling 30-50 lbs.		No	X			
Pulling >50 lbs.		No	X			
Travel (incl. driving for business purposes)		Yes	X			

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MENTAL DEMANDS							
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%	
Problem Solving		Yes		X			
Making Decisions		Yes			X		
Supervising		Yes				X	
Interpreting Data		Yes		X			
Organizing		Yes	X				
Writing		Yes	X				
Planning		Yes			X		

APPROVALS

Manager	Bob Deans, Managing Director – District Operations
Compensation	Mike Zuckett, Compensation Advisor
Date	May 9, 2016

JOB CODE(S)

JOB CODE TITLE(S)

P61681	Operations Manager II – Hub
P61683	Operations Manager II – Station

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