

Refreshment Services, Inc.  
JOB DESCRIPTION

Job Title: REPLENISHMENT SPECIALIST

Department: OPERATIONS

Reports to: REPLENISHMENT SUPERVISOR

Exempt status: NON-EXEMPT

*General purpose of the position:* To support the Replenishment Supervisor by performing the duties of an ARS, Driver or Merchandiser in their absence, assisting the ARS's, Drivers and Merchandisers with training and coaching; acting as a liaison between the ARS, Driver and Merchandiser team members and the Replenishment Supervisors, maximizing employee performance, cooperation and teamwork.

*Duties & responsibilities:*

- On a daily basis, determine the staffing needs for the ARS/delivery department to cover for any employee absences, vacations, vacant positions, etc. Perform any needed job duties of ARS/delivery for the day. Coordinate with the other Replenishment Specialists to ensure all jobs are covered.
- Communicate any additional labor needs to the Replenishment Supervisor.
- Create for review, various reports and business analysis as directed.
- Perform any delegated supervisory duties in the absence of the Replenishment Supervisor.
- If there are no staffing needs in ARS/delivery, communicate with other Team Supervisors to determine what other departments/jobs need assistance. This could include: merchandising, warehouse, service, other general duties, etc.
- Provide training to new ARS, Merchandising and/or delivery staff.
- Communicate any ARS, delivery or other employee performance issues discovered, to the appropriate Manager.
- Complete the "Potential Leader" training program.
- Provide input to the Replenishment Supervisor, regarding suggestions to improve efficiencies, to increase sales, and to increase employee & customer satisfaction.
- Attend regularly scheduled staff meetings.
- Communicate any equipment service needs to Service Department or Plant office staff.
- Other misc. duties as needed or assigned.

*Education & experience:*

- High school diploma or GED required.
- Valid driver's license. Motor Vehicle Record must show no more moving violations than are allowed by our Driver's license policy.
- Must possess a Commercial Driver License (CDL) Class A within 45 working days.
- Must have previous ARS, route delivery or merchandising experience with our company or in a similar industry.

*Skills & abilities:*

- Must have good overall knowledge of beverage industry operations and sales.
- Must have strong customer service and communication skills.
- Must be able to follow written and oral instructions.

- Must have basic math skills.
- Must have good organizational skills.

*Physical demands:*

- Frequent lifting of up to 60 lbs.
- Frequent pushing, pulling, bending, stooping, standing, walking and stair climbing.
- Moving product and/or loaded carts up and down stairs.
- Work in varying job conditions including; heat, cold, damp, wet, inside, outside