



Innovative logistics solutions—
contributing to our customers' success

Career Opportunity

Come be part of Wills Transfer Limited, one of Canada's Best Managed Companies. If you are just starting your career or ready to join a company where our purpose and values represent a workforce you will feel good about, today and everyday.

Our Purpose:

At Wills Transfer Limited we provide innovative logistics solutions to contribute to our customers' success.

Our Values:

People Matter, Commitment to Excellence, Do the Right Thing and Be Good Stewards.

Job Title:

Warehouse Branch Manager – Ingleside – Wills Transfer Limited

Location:

Ingleside, Ontario

Position Summary:

The Branch Manager oversees all aspects of warehouse operations at the Ingleside location, ensuring efficient inventory management, team leadership, coordinating with clients, and maintaining high service standards to support business growth. This role requires strategic planning, customer coordination and process optimization that align with company purpose and values.

In addition, the Branch Manager ensures a safe, healthy, productive, and positive work environment for the team while delivering the highest professional standards to customers. The role is accountable for achieving annual profit targets and supporting sales efforts for revenue growth through new and organic opportunities.



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Key Responsibilities:

1. Warehouse & Operations Management

- Oversee the day-to-day operations of the warehouse, ensuring efficient storage, retrieval, and dispatch of goods.
- Implement and maintain best practices in warehouse management systems (WMS) to enhance productivity.
- Develop and enforce Standard Operating Procedures (SOPs) for receiving, storing, packing, and shipping goods.
- Ensure optimal space utilization and warehouse layout planning to improve efficiency.

2. Inventory & Supply Chain Management

- Monitor inventory accuracy, cycle counts, and stock reconciliation to minimize discrepancies.
- Collaborate with logistics and transport teams to ensure timely distribution and order fulfillment.
- Analyze warehouse performance metrics (KPIs) and implement improvement strategies.
- Work with clients to understand demand forecasts and align stock availability accordingly.

3. Team Leadership & Workforce Management

- Recruit, train, and manage warehouse staff, including supervisors, forklift operators, and customer service representatives.
- Set performance goals, conduct regular evaluations, and ensure employee motivation.
- Enforce workplace safety standards and conduct regular safety training for staff.
- Develop a strong warehouse culture focused on efficiency, accountability, and customer service.

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4. Health, Safety and Security Compliance

- Provide a safe and compliant work environment, ensuring adherence to all company and regulatory standards, policies, and procedures.
- Ensure that we develop, achieve and maintain the requirements of Food Grade Warehouse designation (e.g. SQF).
- Maintain proper documentation for audits, inspections and all customer requirements.
- Implement and monitor warehouse security systems to prevent losses, theft, or damage.

5. Customer & Client Relationship Management

- Serve as the primary point of contact for 3PL clients, ensuring service level agreements (SLAs) are met.
- Resolve customer complaints and operational issues proactively.
- Coordinate with Sales and Business Development teams to onboard new clients and expand services.

6. Financial & Budgetary Control

- Monitor warehouse expenses, operational costs, and work on cost-saving initiatives.
- Assist in budget preparation and financial forecasting for the warehouse branch.
- Ensure all warehouse assets (equipment, vehicles, racking systems) are well-maintained and cost-effective.

Education, Experience, and Qualifications

- Bachelor's degree / Diploma in Supply Chain Management, Logistics, Business Administration, or a related field.
- Additional industry related certifications (e.g., Lean Six Sigma, WMS training) are a plus.
- 5–10 years of warehousing, logistics, or supply chain management experience, with at least 3 years in a leadership role. Proficiency in Outlook, Excel, Word, PowerPoint, Filehold, Dayforce, Excalibur (WMS), and Microsoft D365
- Ability to attain Secret Level II Security Clearance.
- Strong verbal and written communication skills.
- Proven experience in leading and managing teams.



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- Ability to analyze and interpret financial reports.
- Strong knowledge of warehouse automation, WMS, and ERP systems.
- Proficiency in inventory control, demand planning, and transportation logistics.
- Excellent leadership, problem-solving, and decision-making skills.
- Ability to handle high-volume operations and fast-paced logistics environments.
- Strong customer service and client management skills in a B2B setting.

Direct Reports

- Warehouse Supervisor
- Customer Service Representatives

Working Conditions and Physical Requirements

- Warehouse setting with a mix of office-based administrative work and on-floor supervision.
- May require working in shifts, including weekends, based on business needs.
- Handling physical inventory and operating in environments with material handling equipment.
- Ability to attend and conduct meetings.
- Some regional travel required.

Key Competencies

- Leadership & Emotional Intelligence
- Coaching & Mentoring
- Decision Making & Judgment
- 3PL Industry Knowledge & Networking
- Communication & Customer Focus
- Planning & Organizing
- Results Orientation
- Teamwork & Problem-Solving
- Integrity & Ethics



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Compensation

Very competitive compensation package and commensurate with industry experience and education.

Benefits & Perks

A robust group benefit package that includes health, dental, extended health care, vision care, life and disability insurance. Company pension plan, bonus consideration and annual uniform provisions. Vacation paid personal days, and employee and community events.

Career Planning

Opportunities available for self-advancement, development, and growth. Looking for individuals who want a career with Wills and the opportunity to invest in their future.

Culture and Rewarding Experience

A day at Wills Transfer has an energy that will reward you both mentally and physically. The range of our customers, requests, changes, and additions will keep you challenged and engaged throughout your day. This is when you will see why we are a company where 'People Matter'. We operate with honesty, integrity, and fairness.

Interested in this role or seek out other opportunities, please submit your resume to careers@willstransfer.com

All seven Wills Transfer Distribution Centre's provide 3PL logistics and Warehouse solutions to Eastern Ontario and Western Quebec.

Wills Transfer thrives within the communities we serve through involvement, contribution and supporting of local talent and businesses.

The health & safety of our teams, suppliers, customers, and the communities where we work are always our first priority.



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Wills Transfer is committed to a diverse, equitable and inclusive workplace. We are an equal opportunity employer. We do not discriminate on the basis of gender, gender identity, sexual orientation, race, national origin, disability, age or any other protected status.

With strong customer retention, growth continues at Wills Transfer and so does our need to continue to build and develop our team for the future.

To learn more about Wills Transfer Limited, please visit our website:

<https://willstransfer.com>