

Backroom Coordinator (BRC)



As the BRC, you are the leader of the backroom. It is your responsibility to identify bottlenecks before they happen by helping each position as needed, restocking supplies/equipment, and creating a sense of urgency.

Focus Areas

- Tour the backroom with the Operations Manager or Merchandise Coordinator to ensure readiness for efficient backroom processing (i.e. cleanliness, equipment readiness, backstock)
- Assign required roles to the associates in accordance with Fast Flow processing
- Adjust and flex associates as the workflow dictates
- Identify areas of cross-training opportunities and implement associate training plans accordingly
- Keep associates focused on their specific tasks – restock supplies/equipment to keep process moving
- Ensure z-racks are sorted by area
- Ensure pallets are checked in

Team Organization

- Have a quick huddle with team each morning to review previous results and goal set
- Assign roles/responsibilities to your associates
- Partner with the Operations Manager or Merchandise Coordinator in the event the actual carton count varies significantly from the estimated carton count (when variances occur, create a plan to adjust labor to complete the truck on time)
- Ensure that associates who are new to tasks feel comfortable asking questions. Periodically check on them to ensure they are following Fast Flow procedures.

Tracking/Coaching

- Review the progress of the truck and the team on a frequent basis to ensure CPH goal of 7.0+ is met
- Identify areas that need attention during the truck such as trash build-up, lack of available equipment, or goods not being placed into the staging area appropriately
- Work closely with the MOD to identify pressing equipment or space issues so they can adjust the flow of merchandise to the floor accordingly
- Complete the backroom Backroom Productivity tracker and Fast Flow Calculator and use the results to facilitate coaching the team on their performance daily
- Review the productivity results with the Operations Manager
- As a coach, ensure that you are celebrating associate successes in productivity
- If associates are falling short of the productivity goal, ensure that the Working Smart principles are reviewed