



Senior Warehouse Manager

Location: Surrey, BC

About Us

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Canada and the Pacific Northwest of the United States. Since 2002, we have provided exclusive access to the most recognized ice cream and frozen food brands in the world with an industry-best product portfolio and customer service.

TransCold delivers to Major Grocery, Drug, Gas & Convenience, and Independent Retailers through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provides services for mobile vendors, corporate events, and third-party logistics (3PL) customers. With 12 locations and 200+ employees, TransCold has the logistical reach to supply all regions across Canada and the PNW with a customer-first attitude.

Our new head office location offers convenient access to public transportation, including the new R6 Scott Road Rapid Bus and Scott Road SkyTrain Station, making your commute simple and efficient. This is an exciting opportunity to work in a modern workspace tailored for growth and collaboration.

Job Overview

We are seeking an experienced Senior Warehouse Manager to provide strategic and operational leadership for our warehouse operations. In this key leadership role, you will be responsible for the direct oversight and performance of the company's warehouse operations, ensuring operational consistency across all locations. You will ensure the efficient execution of daily receiving, storage, inventory management, and outbound shipping processes. This role is accountable for meeting operational KPIs, maintaining safety and compliance standards, and driving continuous improvement to support the company's business objectives.

Duties & Responsibilities

- Lead warehouse operations across all depots (Surrey, Calgary, Edmonton, Kelowna, and Nanaimo), providing direction to Operations Leads and ensuring consistent standards, processes, and operational execution.
- Oversee daily receiving, storage, inventory management, and outbound shipping to ensure accuracy, timeliness, and compliance with customer service level agreements.
- Monitor and act on warehouse KPIs for productivity, accuracy, and cost per unit, using operational reports to drive performance and budget accountability.
- Manage inventory control through cycle counting, physical inventory audits, and shrinkage reduction, while collaborating with Supply Chain to align capacity with inbound and outbound schedules.

- Proactively plan depot storage capacity and space utilization to maintain product availability and efficient operations across all locations.
- Ensure warehouse facilities and material handling equipment (MHE) are safely maintained, serviced, and documented, including maintenance agreements for MHE, racking systems, and facility upkeep.
- Ensure compliance with OH&S, WorkSafeBC, Transport Canada, and other applicable regulations, promoting a safety-first culture with thorough incident reporting and investigations.
- Lead, coach, and develop warehouse teams; manage performance through feedback, reviews, and corrective action; foster collaboration, diversity, and exceptional customer service.
- Identify and lead continuous improvement initiatives to enhance efficiency, reduce waste, lower costs, and optimize workflows through cross-functional collaboration.
- Maintain open communication with staff on company goals and operational changes and develop a best-in-class warehouse culture aligned with TransCold's vision, mission, and values.

Required Skills & Qualifications

Essential

- 7–10 years of progressive experience in warehouse and distribution management, with at least 3 years in a multi-depot leadership capacity.
- Post-secondary degree or diploma in Business, Supply Chain, Operations Management, or a related field (or equivalent experience).
- Demonstrated experience managing a large-scale, high-volume warehouse operation, including inventory control, receiving/shipping, and MHE fleet management.
- Strong knowledge and application of Warehouse Management Systems (WMS) and Microsoft Office Suite (Excel, Outlook, Word).
- Solid understanding of OH&S regulations, transportation regulations (Transport Canada), and cold storage/food safety practices.
- Proven ability to analyze and act on operational reports, including labor productivity, inventory metrics, and budget variance.
- Strong leadership skills with a track record of developing high-performing teams.
- Excellent communication skills, both written and verbal, with the ability to interact effectively at all levels of the organization.
- Strong organizational and problem-solving abilities with the capacity to manage competing priorities in a fast-paced environment.

Desirable

- Previous experience in the frozen food, cold storage, or third-party logistics (3PL) sectors.
- Experience with lean methodologies or Six Sigma.
- Knowledge of automated material handling systems.

We offer

- Comprehensive group benefits plan which include extended health, dental, vision care
- Life and disability insurance
- RRSP matching program
- Paid leaves including: vacation leave, sick leave, birthday leave, bereavement leave, citizenship leave
- Career Advancement Opportunities
- A great group of team members to work with!
- A dynamic, fast-paced work environment and a company that truly cares about its employees
- An organization that supports community groups and the environment

Compensation

\$110,00 per annum

To Apply

To be considered for the above opportunity, we invite you to send a cover letter and an up-to-date resume by replying to this ad. Interviews are taking place very soon! To learn more about us, visit: www.transcold.com
