

Job Description – Operations Manager – West

Basic Job Description

The Operations Manager manages a team of technicians, parts pickers, shipper/receivers and customer service reps ensuring that sufficient capacity is available, orders are shipped on time and all processes and procedures are followed to ensure a quality product is manufactured.

Reports to: Director of Operations

Direct Reports: Production Supervisor, Customer Service Representatives, Technicians and Shipper/Receiver

Primary Duties

- Lead and mentor 2 functional teams in BC
 - Customer Service Team
 - Production Team
- Directly responsible for staff recruitment and appraisals
- Monitor Key Performance Indicators and take action as required to ensure targets are being exceeded
 - Analyzing statistics or other data to determine the level of **production service** KCI is providing.
 - Writing reports detailing current issues, opportunities for improvement, and current scores against internal and external benchmarks.
 - Prepare customer delivery reports by collecting, analyzing and summarizing information and trends and uses
 - Coordinate and work with engineering, customer service and assembly operations to ensure 100% on-time delivery by establishing and monitoring schedule to proactively identify and address any issues.
- Production Process development, including
 - Quality procedures
 - Process continuity between locations in Canada
 - Capacity planning and growth
 - Accuracy of manufacturing rates per product
- Ensure team of technicians and shipper/receivers are executing the production plan as provided by the Customer Service Team.
 - Account for 100% of technician time in schedule
 - Monitor the pace
 - Hold daily standups meetings with production supervisors
- Operate cross functionally with other managers to facilitate continuous improvement across all operational inputs and to ensure priorities are met
- Develop and maintain training materials for staff
- Maintain inventory accuracy
- Ensure 5S methodologies are adopted and maintained.

- ERP maintenance and implementation:
 - Microsoft Dynamics
 - JDE
- Participate in new product introductions
- Develop and maintain warehouse floor plans
- Building maintenance and improvements
- Creating and maintaining Budgets
- Working with Outside Sales team to ensure customer satisfaction
- Other duties as required

Qualifications:

- **Education and Experience**
 - 5 to 10 years in an Operations Manager or Production Manager role
 - Degree or Diploma in Business Administration and/or Operations Management preferred
 - Computer proficiency including Microsoft Office Products
 - Experienced utilizing ERP systems
- **Knowledge Skills and Abilities**
 - Ability to communicate effectively in English both verbally and in writing
 - Preference given to candidates with mechanical and/or electrical aptitude
 - Ability to receive direction as well as provide it.

Working Conditions

- Work is done indoors
- Hours of work are Monday to Friday 8:00 am to 5:00 pm. Hours may fluctuate on business volume.
- Steel toe boots must be worn at all times when in the warehouse.

Travel

- 5% to 10% of time may be spent travelling within Canada
 - To customer sites
 - Between Mississauga and Burnaby operations as required
- 5% of time may be spent travelling internationally
 - To US
 - To Japan

Key Interdependencies:

