

POSITION TITLE: Operations Manager (Warehouse) – Oakville, Canada

We are a rapidly growing \$500M Supply Chain Services company with 11 locations in the US and Canada. This position will be responsible for leading and managing operational group within defined environments.

KEY RESPONSIBILITIES AND OUTCOMES**Ensure safety and security of all associates**

- Maintain incidents and accidents to zero target occurrences.
- Immediate response to any deficient or identified concerns.
- Ensure consistent upkeep and cleanliness of facility.

Meet and Exceed Budget targets

- Monitor and improve on LPH productivity throughout the year to meet or exceed budget targets.
- Monitor controllable expenses, ensure costs savings are identified in key areas (focus on generating impactful financial results).
- Flex labor to match daily business activity.
- Closely monitor and control use of hourly overtime.

Meet and Exceed customer expectations

- Maintain On-time Customer Delivery through daily shipments of all required orders.
- Minimize EPT to below stated company targets.
- Ensure Operations supports Quality and other key functions to reduce and eliminate CAF occurrences.

Drive continuous improvement culture

- Challenge current processes and work methods.
- Ensure Supervisor's and DC's are trained in continuous improvement methodologies. Possess a driving passion for on-going continuous improvement.
- Lead group problem solving events, implement lean principles with emphasis on shop floor visual management.
- Lead/support/encourage team to participate in Employee Suggestion Program, achieve stated monthly target for the facility.
- Engage all employees through excellent communication and awareness of all facility and corporate goals and objectives, i.e. lead shift start meetings, establish a regular cadence of Supervisor & DC team meetings.

Contribute to Growth and Success of the Organization

- Ensure staff is trained and built with bench strength for back fill and growth, active mentorship of employees.
- Monitor facilities and operations to adapt ahead of planned impacts to the operation.
- Encourage active engagement in KK culture and practice / teach our core values.
- Set a personal example for others to follow.

Core Competencies

- **Manages Complexity:** Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.
- **Decision quality:** Making good and timely decisions that keep the organization moving forward.
- **Action oriented:** Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- **Plan and Aligns:** Planning and prioritizing work to meet commitments aligned with organizational goals.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Drives results:** Consistently achieving results, even under tough circumstances.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Persuades:** Using compelling arguments to gain the support and commitment of others.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.
- **Instills trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- **Self-development:** Actively seeking new ways to grow and be challenged using both formal and informal development channels.
- **Nimble learning:** Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder.

Qualifications

- Bachelor's degree preferred – Bus Admin., Supply Chain, Engineering
- 3-5 years Management experience, 5+ years supervisory experience
- Background in Operations – Distribution environment, Background in LEAN concepts and implementation.
- Multi-facility experience and project management experience.
- Well-developed written and verbal communication skills as well as interpersonal skills.
- Exceptional work ethic and desire to succeed
- Highly proficient in Microsoft Office software (primarily Outlook, Excel and Word), with experience using ERP and WMS systems.