

Corporate Operations Director

JOB DESCRIPTION

Purpose: Hands-on operations leadership responsibility to effectively lead and be accountable for all manufacturing and service functions of the business. Directs manufacturing operations through a team of technical shared resources and production and functional managers. Ensures customer and employee satisfaction while improving the efficiency of people resources, materials, and equipment. Provides guidance and counsel to ownership, senior leadership, and sales/business development to assist in making educated operations decisions about the company's strategic business objectives and opportunities.

Reports to: President

Status: Exempt

Essential Responsibilities:

1. Oversee the management and deployment of manufacturing processes in the areas of quality, service, cost reduction, safety, customer satisfaction, employee relations, and performance metrics for all locations. Utilize production leadership and shared technical/functional resources as needed to ensure metrics are met.
2. Ensure standards for product quality, customer service, and operating performance are maintained and that cost-effective strategies are used to maximize production. Utilize lean manufacturing principles and continuous improvement processes to measure effectiveness.
3. Provide leadership for problem resolution to facilitate faster improvements and improved working relationships. Act as liaison between Operations and Business Development to inform and communicate decisions, policies, and other matters that affect their performance, attitudes and results.
4. Collaborate with production and functional managers at all locations to balance capacity across all operations.
5. Participate with ownership and leadership team in the development and formulation of long- and short-range planning, policies, programs and objectives. Coordinate major projects with technical shared resources and vendors (i.e., plant layout changes, equipment installation, major repairs, etc.) to ensure production deadlines, service, and quality expectations are met.
6. Monitor overall operations budget; develop, monitor, and report on operating costs.
7. Advise operating managers on issues related to scheduling, training, safety, security, employee relations, etc. to ensure company policies and practices are administered in an equitable manner.
8. Other duties as assigned.

Competencies: Business acumen, operations leadership, change agent, collaboration skills, decision-making, problem solving/analytical skills

Knowledge, Skills and Abilities:

- Proven experience in multi-facility operations setting with successful application of lean manufacturing principles and/or continuous improvement processes
- Successful track record in leading and managing change throughout the organization
- Exceptional interpersonal and written communication skills
- High level of proficiency in Microsoft Office applications
- Demonstrated leadership as a strategic business partner
- Sound analytical and business analysis skills

Education and/or Experience: Bachelor's degree in Business Administration or related field, preferably with 10 or more years of experience in multi-facility manufacturing management. Successful experience with and application of manufacturing-based processes and principles. Related industry experience is a plus.

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Performance Standards: The employee must work safely at all times and maintain the confidentiality of all department, company and customer information.

Equipment/Materials Used: General office and computer equipment and materials.

Conditions of Employment: The work setting consists of an office environment with suitable lighting, comfortable temperatures, and a low noise level. Employee should be able to sit and work at a computer for prolonged periods of the time. General vision and hearing. Occasional work hours outside of the regular work schedule and moderate travel are required to meet the needs of the business.

Employment is on an at-will basis and may be terminated at any time, and for legal reason, with or without cause, either by the employee or the company.

I understand and I am able to perform the above mentioned job requirements.

Signature

Date