



JOB POSTING

POSITION: Operations Manager
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Vice President, Supply Chain Operations
DEPARTMENT: Supply Chain

Primary Role of This Position

This key leadership position has oversight of all Distribution Centre (DC) activities and is accountable for implementing change in a positive manner, in an effort to take the DC to the next level of performance. This position includes operations-related planning and forecasting (labour, scheduling), management of business results (financial and operational), extensive individual and team capability building, and analytical problem solving to ensure a high level of internal and external customer satisfaction is consistently achieved. In addition, the Operations Manager brings a strategic perspective and vision to the organization as well as to the DC for which they are responsible. A strong focus and control is required to optimize labour and improve customer service excellence through the effective integration of people, processes, and systems. A coach who will identify and develop talent.

The Operations Manager shall ensure operations are compliant with applicable GMP standards as defined by GUI-0001 “Good Manufacturing Practices” and GUI-0069 “Guidelines for Temperature Control of Drug Products during Storage and Transportation”.

Major Responsibilities

Operations

- + Provides DC leadership focusing on process improvements, labour planning, demand planning, and production
- + Manage employee resources to meet service, financial and support demands
- + Work with HR on succession planning by identifying and developing internal talent. Drive positive, consistent change through a regimented focus on continuous improvement that cascades into setting and managing both team and individual performance objectives
- + Exercise the agility to move from leading the strategic direction to managing the tactical day-to-day
- + Develop and implement a DC strategy and action plan aligned with Kohl & Frisch’s corporate objectives
- + Identify opportunities for improved efficiencies (e.g., operational processes, optimization of existing information management systems) and cost savings that best deliver value for the organization
- + Measure and internalize results for both key operational metrics and continuous improvement changes
- + Provide input on the development of the DC budget and ensure adherence, seeking prior approval for exceptions as required
- + Operate as a strategic partner to collaborate with internal departments across the organization to ensure that key performance, operational and customer service metrics are exceeded
- + Travel as required to other DC locations to collaborate and meet with leadership
- + Ensure that all GMP records are reviewed for accuracy and completeness

Leadership

- + Coach, mentor, and develop staff; provide appropriate training, succession planning, and professional development to help team members meet and, ideally, exceed performance standards
- + Proactively help develop a culture that embraces a high level of commitment to doing things in the most efficient way possible, delivering on promises and “getting it right the first time”
- + Demonstrate positive leadership that will drive culture and increase employee engagement while efficiently delivering expected results.
- + Arrange and conduct regular communication meetings with supervisors, lead hands, and regular staff members, this will occasionally require in person presence at various operating shifts
- + Responsible for talent management including selection, termination, performance review and professional development of direct reports.

Health and Safety

- + Overall accountability for ensuring that all employees are adhering to health and safety policies and procedures

Education and Experience

- + Community college graduate or equivalent training
- + A minimum of 7–10 years of distribution, manufacturing, or supply chain experience
- + 5-7 years in leading a team of 20+ employees
- + GMP/ISO experience desired

Qualifications

- + Strong ability to organize, motivate, and gain respect of staff at all levels to overachieve objectives
- + Engaging leadership and change management communication style at all levels with the ability to create a proactive, results-oriented environment and generate positive results
- + Demonstrated ability to deliver proven results, both financial and operational
- + Strong focus and understanding of continuous improvement best practices and tools
- + Working knowledge of Six Sigma and Lean tools/methodologies is a strong asset
- + An ability to think and act strategically as well as be flexible to work at the tactical/operational level; grasps complex ideas/issues and can evaluate/act on alternatives quickly and decisively
- + A visionary who understands innovation as an essential driver of growth
- + Superior planning and forecasting skills with an ability to see the big picture and not lose sight of daily operational objectives
- + Strong attention to detail with excellent follow-up skills and exceptional judgment

Hours

Monday to Friday, 5:00 a.m. to 1:30 p.m.

How to Apply

If you are interested in applying, please submit a cover letter and a résumé no later than **November 25, 2022**, to: dbattista@adminalliance.ca and tlesarge@adminalliance.ca

Please ensure you specify the job title, **Operations Manager**, in the subject line of your email.

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted.