



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.

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
- + 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
- + Drive positive, consistent change through a regimented focus on continuous improvement that cascades into setting and managing both team and individual performance 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
- + Manage employee resources to meet service, financial and support demands with succession plans in place
- + 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

- + 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.
- + 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.

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

- + 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 ability to organize, motivate, and gain respect of staff at all levels to overachieve 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 **October 15, 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.