



JOB DESCRIPTION

Job Title: Operations Manager
Department: Operations
Reports To: Vice President of Operations
FLSA Status: Exempt

SUMMARY:

The Operations Manager has complete responsibility for inbound/outbound Operations and Logistics for the Charlotte Distribution Center. Directs and controls all elements of the distribution process, operating within capital and operating budget parameters. The Operations Manager works with the VP of Operations to develop strategies and objectives to maximize productivity and leverage expenses for the distribution center. The Operations Manager must analyze trends, solve problems, motivate & develop associates in order to maximize contribution to the DC success

KEY RESPONSIBILITIES

- Strive to achieve world-class customer service and operations systems
- Drive Operations strategy for the Charlotte Distribution Center.
- Plan, direct, and coordinate all distribution management, delivery, repair, and facilities' activities
- Assist in establishing and managing productivity and service methods & measures to ensure highly efficient and low cost processes are utilized
- Assist in the development and implementation of productivity standards and goals in support of the company business plan
- Review and evaluate cost effectiveness, consistency, quality, accuracy, and performance to company standards and take action as necessary to correct discrepancies
- Assure effective customer service by implementing processes to deliver accurate and complete orders of quality products on-time
- Standard Operating Procedure development, documentation, and execution
- Assure compliance of distribution center's operations with company policies as well as federal, state, and local regulations

- Perform administrative activities necessary for the effective management of the department, including, but not limited to, the selection and development of employees, pay administration, budget administration, employee counseling and motivation
- Ensure employee safety at the Distribution Center
- Work closely with key department heads on problem solving, issue resolution, and process management
- Stand in and assume responsibilities of VP of Ops in his absence
- Recommend modifications or innovative ideas to VP of Ops in order to improve Operations
- Prepare and submit monthly reports

QUALIFICATIONS

- **Bachelor's Degree is REQUIRED.** Operations, Logistics or related field is a plus
- 3-5 years Management experience in a manufacturing, production or distribution environment.
- Management of a minimum of 30 employees
- Proven track record of driving results throughout the operation
- Ability to speak to and understand key performance metrics (how, when, who)

REQUIREMENTS

- Saturday work required as necessary.
- Must have excellent communication skills (written and verbal).
- Must have strong leadership and organizational skills.
- Proficient with iWork or Microsoft Office
- Requires intermittent periods during which continuous physical exertion is required, such as walking, standing, stooping, climbing, lifting material or equipment