

<i>Description</i>	
Job Title	Manager Operations
Reports to Title	Director Operations
General Accountability	The Operations Manager, under the general direction of the Director Operations is responsible for planning production schedules, assisting the Director with the oversight of Operations, as well as hands on participation and management of the operations function and assembly activities, in order to meet business and functional goals. This includes development of procedures designed to increase productivity, assure quality, and mitigate production/operations problems. To this end, the Operations Manager will improve throughput and processes with the objective of reducing overall costs and enhancing customer satisfaction.
Duties and Responsibilities	<ul style="list-style-type: none"> • Develop operational loads forecast to share with third party vendor partners enabling appropriate staffing and business delivery • Manage expense portfolio for the hardware and collateral distribution and logistics operations • Under the general direction of the Operations Director, the position is responsible for supervising the activities of the manufacturing technicians, and material support team members to produce products according to the shipment schedule • Ensuring that all staff observe and work to specified safety rules and regulations, monitoring and maintaining applicable warehouse functions by ensuring daily operational goals are met • Manage and Execute the short term plan (work order management) • Manage the relationship with logistics providers, and manage the collection of proofs of delivery (POD) for fiscal audits at the end of quarter. • Providing detailed reporting and drive necessary business tactics based on logistics activity • Support for business case studies and impact analysis for future product and technology decisions • Accountable for specific projects to support business requirements of the logistics operations • Provide leadership for developing and directing operations and plant initiatives for all company products.

	<ul style="list-style-type: none"> • Create and implement repeatable scoring metrics for all assembly and production operations. • Support new product development and continuous improvement by integrating tools (e.g. Lean, Six Sigma, Kaizen, etc.) into processes. • Assist in training direct reports in problem-solving techniques and on-the-spot troubleshooting. • Determine optimum operation processes and raw material usage. • Consult with Quality Assurance team on quality issues; evaluate the overall QA performance of the Operations unit. • Improve production standards through standard data development methods. • Identify areas for waste reduction. • Provide cost analysis as required by Director Operations. • Influence direct reports to adopt and incorporate quality methods into their work. • Identify relevant training needs and opportunities. • Ensure ongoing compliance with local, national, and international standards and legislation. • Other duties as assigned
Competencies	
Education	University or College degree in Operations or Engineering
Certifications	<ul style="list-style-type: none"> • Six Sigma and Lean Manufacturing formal training (Green belt or Black belt) is an asset • SCMP or APICS certification an asset
Key Attributes (experience, skills and technical knowledge)	<ul style="list-style-type: none"> • 7-10 years progressive experience in assembly, manufacturing and operations with a sound knowledge of logistics procedures and practices, warehouse fundamentals and inventory management • 3 years minimum experience managing an Operations Team • Experience with Lean manufacturing and 5S processes are required • Strong knowledge of ISO 13485 standards • Proven ability to handle changing priorities and use good judgment and problem solving skills in stressful situations • Strong leadership skills and the ability to manage and motivate direct reports to meet the challenges of a fast paced work environment. • Experience using Microsoft Office Programs including Word, Excel, and Outlook are required • Experience using Oracle, Agile are assets

