



JOB DESCRIPTION

Job Title:	Operations Manager	Status:	Exempt
Division/Location:	Fulfillment Center/Alberta	Department:	Operations
Revision/Date:	July 2019	Direct Reports:	1-10
Reports To:	Director of Operations	Grade:	

In 2018 DeZURIK Inc. celebrated its 90th Anniversary and is currently in the process of establishing a Rapid Fulfillment Centre in the Edmonton/Leduc, Alberta area. Our vision is to deliver exceptional value to our customers by applying our valve and problem-solving expertise to improve their operational performance. DeZURIK, APCO, HILTON and Willamette – four of the most trusted brands in the valve industry – have set the standard for design innovation, quality and service. Our high-quality products have made us a global leader in manufacturing valves for water treatment, sewage treatment, water distribution, pump stations, pulp and paper, chemical and petrochemical, mining, power, hydropower dams, and other process industries.

GENERAL SUMMARY

The Operations Manager is responsible for a wide variety of activities in manufacturing, repair and distribution. This includes basic manufacturing, assembly, repair, receiving and shipping product as well as tracking the inventory at every stage of the process. This person will be asked to develop a field service relationship with the end user customers and become a trusted on site advisor for customer valve needs. The position is also responsible for freight, logistics and associated documentation and records. People management includes ensuring safe work practices, assigning daily work, hiring, scheduling, planning and training of up to 10 employees.

PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- Responsible for facility operations including assembly, repair, testing, packaging, receiving and shipping.
- Conduct Field Service requirements and follow all customer policies
- Travel as necessary to current and new customers with the purpose of building and maintaining relationships.
- Coordination of Production Schedules
- Ensure all orders are completed in a timely fashion
- Maintain a safe, clean and legally compliant workplace
- Order and ensure proper stock levels of the necessary parts, tools, supplies and services
- Responsible for all freight movement, including all inbound and outbound freight
- Maintain or exceed quality expectations of our customers
- Operates various material handling devices for movement of parts.
- Communicates with managers, supervisors, engineers, other lead hands, production control, quality and other shop personnel for assignments and to resolve machining or quality issues.
- Reinforce performance expectations according to safe work practices, ISO quality expectations and according to company policies that have been communicated all Shop employees
Maintain inspection records and complete inspection reports
- Drive root cause for safety, customer delivery & quality issues and implement corrective actions to reduce/eliminate them.
- Communicate performance metrics.
- Work as a collaborative team member on all issues and projects.
- Provides consistent coaching, feedback and progressive discipline to employees to ensure policies and procedures are followed
- Supervises all facility staff
- Is responsible for inventory movements, tracking, cycle counting and layout functions.
- Ensures all employees and operations are safe and productive.

- Ensures all activities are in compliance with current shipping laws and regulations
- Any and all additional duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree and 5 years minimum experience in leading repair or manufacturing operations, or equivalent combination of education and experience.
- Experience in a manufactured product environment
- Experienced in arranging and coordinating freight & logistics
- Excellent teamwork, coaching, team building skills and promoting safe behavior
- Computer literate: Microsoft Excel, Word, Shipping software, etc.
- Good verbal and written communication skills to effectively communicate with people at all levels of business including customers, reps, vendors and all departments.
- Excellent organizational skills
- Excellent problem solving skills (with minimal supervision)
- Minimum 5 years of experience working in a supervisory capacity within a manufacturing environment
- Set up and run programs in a lean manufacturing environment
- Demonstrated aptitude in reading and interpreting blueprints, diagrams, schematics, drawings, manuals, and specifications
- Familiarity with ISO 9001 Quality Standards and practices
- Valve knowledge an asset
- Knowledge of production KPIs
- Working knowledge of occupational health and safety regulations.
- Must be willing to work extra hours as business needs dictate
- Attention to detail with high degree of accuracy
- A positive "let's do it" attitude

PHYSICAL DEMANDS

- Ability to lift heavy objects
- Ability to walk and stand for long periods of time and perform strenuous physical labor
- Must be able to lift, push, pull or carry parts as required
- Work regularly in conditions that include noise, heat, humidity and exposure to dust
- Ability to fulfill the physical requirements per the physical demands analysis, attached
- Occasional travel will be required

WORKING CONDITIONS

A fast paced manufacturing environment that may be stressful at times in response to manufacturing environment conditions. Work performed in a manufacturing environment. Use of Personal Protective Equipment will be required (e.g. safety boots, safety glasses with side shields, hearing protection).

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

QUALITY

Quality encompasses all aspects of DeZURIK's business, and every employee shares the responsibility to prevent the occurrence of any nonconformity relating to product, process and the quality system. All employees have an obligation to identify and record any such nonconformity, and, through designated channels, initiate and recommend solutions.

To apply, please email resume to lori.scarfone@dezurik.com