

XYZ WELDING SUPPLY



Position Profile

Title: **Director of Operations**

Incumbent:

Reports to: **President**

Approved by: _____ President

_____ Human Resources

Incumbent Sign-off

Grade:

Date assigned: MM/DD/YYYY

Revision Date:

I. OBJECTIVE:

Provide overall operations, inventory control and warehousing management of Albany and branch locations. Insure department outcomes exceed average performance standards when compared to PAR and other benchmark sources.

II. RESPONSIBILITIES:

The essential functions of the position include but are not limited to the following:

A. Operations and Distribution

1. Develop, implement and monitor product distribution procedures which insure maximum efficiency in achieving on-time deliveries.
2. Oversee procedures which involve necessary customer emergency deliveries.
3. Manage inventory control, shipping/receiving and warehouse functions. Complete cycle counting procedures and reconcile and resolve discrepancies on all stock status issues. Monitor and coordinate procedures regarding gas losses.
4. In conjunction with Director, Finance and Administration, develop monitoring and inventory control procedures applicable to cylinder asset management; complete quarterly inventory of cylinders.
5. Insure safe storage of product inventory; maintain proper housekeeping of all work areas.
6. Insure accurate cylinder bar coding process is completed.
7. Oversee cylinder maintenance requirements involving testing, painting, valving and general upkeep.
8. Develop and insure implementation of vehicle maintenance program; maintain vehicle maintenance logs and related records.
9. Plan and implement necessary procedures to profitably maintain fire extinguisher servicing business.
10. Oversee equipment repair policies, procedures and necessary work plan requirements.
11. Provide recommendations for and implement approved process improvement programs, cost reduction initiatives and procedures which improve work flow productivity.

B. Department Management

1. Insure proper staffing of department functions. Following hiring approval, complete necessary recruiting, interviewing and selection of new employees.
2. Provide employee coaching, counseling and evaluation of job performance. Implement necessary disciplinary action and maintain supporting documentation.
3. Coordinate necessary employee training and on-the-job development activities.
4. Create and monitor department budget. In conjunction with President, establish annual work plan including department goals and objectives.
5. Complete regular department meetings and participate at President's weekly staff meeting.

C. Safety Management

1. In conjunction with or delegation to department supervisors, insure the necessary compliance, training, monitoring and recordkeeping required by applicable OSHA and DOT standards.
2. Insure proper investigating and documenting of all work related accidents and near misses.
3. Oversee development, implementation, and monitoring of safe work practices and personal protective equipment requirements.
4. Develop format for and insure on-going supervisor completion of employee safety meetings.
5. In conjunction with Human Resource Assistant, coordinate periodic employee and job applicant drug testing. Insure confidentiality and compliance with recordkeeping requirements. (Maintain on-going interface with NWSA Safety and DOT consultants on compliance related issues).
6. Insure drivers are properly licensed per CDL guidelines.

III. REPORTS PREPARED:

- a. Inventory Control reports
- b. Accident investigation reports
- c. Vehicle maintenance reports
- d. Department annual budget and work plan
- e. Cylinder Asset Management Report (with Director, Finance and Administration)
- f. Operations reports as requested by President

IV. INTERFACE:

- Internal:** Must positively interface with employees at all levels with particular emphasis at the distribution and hourly job levels.
- External:** Must maintain positive interface with customers, suppliers, state and federal compliance officials and NWSA consultants. Maintain affiliation with appropriate professional and community organizations.

V. QUALIFICATIONS:

Education: B.A. or B.S. degree in business management or related field.

Experience: Minimum 8 years of progressively responsible experience preferably in the distribution industry. Background should encompass employee supervision, work plan/budget development, inventory control and warehouse experience.

VI. SPECIAL REQUIREMENTS:

1. Capable of managing various department functions; establish efficient work schedules; good organization and time management capabilities.
2. Ability to effectively communicate verbally or in writing with internal XYZ staff, customers, safety compliance officials and other diverse outside parties.
3. As required, capable of completing a work schedule which may be before or beyond regular office hours.
4. In-depth computer application knowledge pertaining to operations and inventory control programs.
5. Possess a current driver's license and be capable of necessary travel to branch locations, suppliers, customers or seminars/meetings as required.
6. Occasionally must be able to lift or move small office machines, inventory stock, boxes, paper supplies, etc. which may weigh up to 50 pounds.
7. Capable of reaching operations and distribution decisions based on logical and analytical reasoning ability.

VII. EQUIPMENT UTILIZED:

- a. Personal computer
- b. Usual office equipment – fax, copier, etc.
- c. Company vehicle

VIII. POSITION DIMENSIONS:

- a. Number of employees supervised:
 - directly 3
 - indirectly: 14
- b. Manage total department budget of \$6 million.

Note: XYZ retains the discretion to add to or change the duties of the position at any time.