



Job Description

Job Title: Operations Manager

Department: Operations

Reports To: VP of Supply Chain

FLSA Status: Salaried Exempt

Updated: October 2011

Summary

This position is accountable for shift team development and plant performance in a food manufacturing facility. Optimizes the organization's resources (material, equipment, people and systems) to achieve operational excellence in customer satisfaction, employee satisfaction, performance-to-plan, resource utilization, recovery (food, energy, water, supplies, etc), and cost management. Enforces all company policies and regulatory requirements.

Essential Duties and Responsibilities

- **Cost Management.** Develop and manage operating budgets, both direct and indirect costs. Provide value stream information (staffing, line rates, yield loss, etc) to Finance for cost estimates of new products and line extensions. Provide input to and justification for capital planning and capital project development and execution. Work with Purchasing and Warehousing to right size material inventories for best use of working capital.
- **Schedule Execution.** Direct execution of the production schedule to make the factory value stream flow at the pull of customer demand. Direct efficient interface with Research & Development for new product development and testing. Provide for effective and efficient communication between shifts and functional areas through the routine use of standard work, tier meetings, and daily accountability tools. Ensure proper staffing, maintain budgeted line rates, prevent out of specification production, disposition QA holds in cooperation with Director of Quality Systems, and rework out of specification product. Assist facilities maintenance in planning and implementation of an effective preventative maintenance program.
- **Customer Satisfaction & Safety.** Manage product quality by adherence to ingredient, packaging material, and finished product specifications. Direct team in understanding and adhering to standards of SQF 2000, Hazard Analysis of Critical Control Points (HACCP), Good Manufacturing Practices (GMPs), foreign material prevention, and all Standard Operating Procedures (SOPs) and Sanitation Standard Operating Procedures (SSOPs).
- **Employee Development & Safety.** Ensure the ongoing coaching, development and training of team members utilizing Training within Industry standards, performance appraisals, discipline, and compensation oversight & approval in a timely manner. Provide for an effective, productive work environment. Manage team safety performance by using SAFE principles, Safety Temp Observation Process (STOP), conducting safety meetings, requiring regular safety inspections, and requiring orderliness of work areas.

- **Continuous Improvement.** Lead by example in a daily commitment to continuous improvement, taking initiative to make things better. Practice and teach the concepts of lean manufacturing and waste elimination. Create the discipline in the organization to improve each work process through tools such as value stream mapping, root cause analysis, and A3 management process. Coach originators and other coaches of Everyone Process Improvement Changes (EPIC) ideas for timely feedback and implementation. Participate in the development of annual operating plans and prioritized improvement projects properly resourced through defined RACI (Responsible, Accountable, Consulted, Informed).
- **Administration.** Ensure process documentation and recordkeeping templates are up-to-date, relevant, and organized. Ensure thorough, timely review of operating records and computer entries for completeness and accuracy. Enforce company policies. Provide staff resources for emergency response coordination and First Aid administration.
- Must maintain the highest standards of ethics and integrity.
- Other duties may be assigned. A trained designee will be appointed by management to cover for absences and vacancies.

Supervisory Responsibilities

Directly supervises employees in the Supply Chain Departments. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B.A or B.S) from four-year college or university; two to five years manufacturing supervision related experience and/or training; food manufacturing experience preferred.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, employee and food safety rules and government regulations. Ability to write reports, annual reviews, corrective actions, incident investigations and procedure manuals. Ability to effectively present information both verbally and in written form. Able to speak effectively and respond to questions from groups of managers, customers, regulatory agencies or employees of the organization. Ability to coach, mentor and train subordinates both in groups and on a one on one basis.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to create and interpret graphs.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions furnished in written, oral, graphs and schedule forms. Able to deal with abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of the following: Database software (MS Access); HR Systems (Performance Appraisal, Ceridian- payroll); Inventory and Management Software (ERP- IFS); Microsoft Office Suite Software (Outlook, Excel, Word, Power point); Internet Explorer or equivalent. Supervisory Control and Data Acquisition Software (SCADA).

Certificates, Licenses, Registrations

N/A

Other Skills and Abilities

Able to work shift work.

Travel

Able to travel up to 10%

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand, walk and talk or hear. The employee is frequently required to climb stairs/platforms. The employee is occasionally required to sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must infrequently lift and/or move items up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will spend a great deal of time in the production facility. As such, the individual is regularly exposed to moving mechanical parts. The employee is frequently exposed to wet and/or humid conditions, climb ladders/platforms. The employee is at times exposed to caustic chemicals; fumes or airborne particles, risk of electrical shock and vibration. The noise level in the work environment is generally moderate; however, some areas of the facility are loud and require hearing protection.