



## Assistant Operations Manager

### Purpose & Scope:

The Assistant Operations Manager plays an integral role in supporting the operations team in a fast-paced produce environment. This role works closely with the Production Manager & Senior Operations Manager to oversee all aspects of production and distribution, from production planning and packaging, to receiving, picking, and shipping, all while ensuring efficiency, productivity, and adherence to quality standards. This role also supports the Production Manager and Senior Operations Manager in coaching, mentoring, and disciplinary action. Job performance is measured by the service level efficiency and execution in order to meet the needs of the customers, both internally and externally.

### Responsibilities:

- Accountable for production inventory management; monitor inventory levels of raw materials, finished goods and work in progress to support production scheduling and customer sales, and ensuring minimal inventory loss.
- Develop, maintain, and execute production schedules for production operations, ensuring optimal utilization of resources to meet production targets. This includes collaboration with the sales and procurement team to ensure that customer needs are met.
- Assist in creating the Distribution Centre schedules and managing work schedules for production, as well as shipping and receiving. Work in conjunction with the Procurement team to secure raw materials required for the packaging process to meet sales demand.
- Support managers in leading teams to success through coaching, discipline, training, and mentorship.
- Support receipt of inbound goods and picking of orders, ensuring accuracy and timeliness. This includes ensuring that receiving and shipping paperwork is completed properly, and all Grower paperwork is communicated back to the Growers as needed.
- Responsible for health and safety, quality, productivity, and sanitation in all areas of Production and Operations.
- Work with the Operations Managers, Supervisors, and staff to ensure that the Distribution Centre operations maintains a British Retail Consortium accreditation.
- Challenge the status quo and consistently identify areas for improvement.
- Assist in the development and implementation of standardized KPI's for the departments.
- Maintain professional communication acumen when in contact with Staff, Customers, Growers, and Suppliers.
- Adhere to all Company policies, rules, and regulations.
- Provide support for Senior Operations Manager and/or Production Manager in their absence.
- Due to the nature of the role and business, availability may be required after work hours to manage situations that may arise.

### Qualifications:

- 3+ years' experience supervisory experience within a production or distribution environment.
- Familiar with and understands production efficiencies and the shipping/receiving process.
- Thrives in a fast-paced setting with demonstrated urgency, excellence in organizing, prioritizing and multitasking to consistently ensure project completion.
- Excellent working knowledge of Health & Safety workplace regulations.
- Mechanically inclined.
- Demonstrate strong listening, written and oral communication skills.
- Exceptional analytical and problem- solving skills, excels in adapting to constant change. Self-directed in setting goals, maintains a proactive 'can-do' approach with a broad approach to their responsibilities.
- Physically fit to perform tasks as required. Be able to lift 50lb on a regular basis.
- Strong aptitude for working within Microsoft 365.
- Experience with food safety accreditation programs considered an asset.
- Previous forklift and pallet movers experience is an asset.

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