

Job Description

Job Title: Operations Manager
Department: Operations
Reports to: Vice President
Location: Deland, Florida
FLSA Status: Exempt
Prepared By: Human Resource Department
Approved By: Vice President

SUMMARY

Oversees all aspects of Operations including materials procurement, receiving, shipping, quality management system (ISO 9001 Certification) and technical documentation. Responsible for meeting company financial goals, evaluating processes and procedures as related to the general operations and creating and implementing action plans consistent with company long range plans. As part of the Executive Committee, participates in building and implementing corporate strategies according to the vision, values, and direction set by the President.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for providing direction and leadership to subsidiary employees, as well as ongoing communication of related status and issues to executive management team.
- Oversee, hire, train, develop, evaluate and maintain discipline of department employees.
- Plan, schedule (vacations, holidays and other shift fill-ins), and coordinate personnel needed to accomplish all shipping and receiving, quality control, and technical activities.
- Determines and provides training and development of staff members as needed.
- Assists in personnel recruitment to fulfill staffing requirements.
- Responsible for employee performance evaluations of immediate subordinates on a 90 day and annual basis for the purpose of communicating and properly documenting expectations and evaluations to the staff.
- Provides ongoing feedback on the performance of subordinates and the department by monitoring activities and reports.
- Plan, develop and coordinate the functions of the Loft (Receiving, Inspection, and Shipping), Technical Department, and New Product Development.
- Formulate and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations and procedures including Quality Management System as it relates to ISO 9001 standards.
- Responsible for maintaining quality ensuring technical drawings, charts or specifications are accurate against the product to ensure units, parts or equipment falls within the proper operational limits

- Communicate and liaise with support services such as IT, HR, Finance, and Sales in order to improve overall efficiency and functioning of the organization.
- Oversees preparation of appropriate documentation such as bill of lading, exportation paperwork, ITAR regulations, etc.
- Responsible for key performance metrics throughout order fulfilment process.
- In partnership with Executive Team, work with Vice President to set priorities, monitor progress and measure success towards Company's vision and long term goals and assure a smoothly functioning, efficient organization through development and implementation of standards, procedures and regular performance based evaluation.

Other Duties and Responsibilities

- Other duties as assigned

SUPERVISORY RESPONSIBILITIES

Supervise four to ten employees

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 set, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education and Experience

- 5 to 7 years in managing distribution operations or similar industry
- Excellent written and verbal communications skills
- Proficiency in MS Office applications; QuickBooks, and other Company ERP programs.
- Experience with ISO9001 requirements required
- Experience with parachute systems a plus
- Government contract administration preferred
- BS in Management or equivalent preferred

Language Skills

Must be articulate and effective with written and verbal communication with individuals of broadly varying backgrounds and educational levels. Must have the ability to maintain cooperation between all departments of the operation. Good interpersonal and supervisory skills. Must be able to effectively perform in a multi-tasking environment with frequent interruptions. Must be able to effectively manage confidential information.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate gross margin and other financial formulas as needed.

Reasoning Ability

It is expected that the incumbent will be able to work in a proactive manner, address issues, and solve problems. Problems will vary in complexity and there will not always be a clearly defined solution. Some solutions may require modifying past applications or creating a solution unique to the current situation but within the regulations that would apply.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS OF THE POSITION

Working hours are during the day and flexibility is needed. Job is performed in an open climate controlled area.

While performing the duties of this job, the employee is regularly required to use hands, handle, or feel objects, or controls and talk and hear. The employee frequently is required to stand, sit, bend, and kneel for periods of time. The employee is regularly required to walk and reach with hands and arms. The employee must regularly lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The working conditions and physical demands described 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 qualified individuals with disabilities to perform the essential functions. An individual should contact his or her supervisor or Human Resources if he or she believes that an accommodation is needed.

The above statement reflects the general details necessary to describe the principal functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

WORK HOURS

This is a full-time position. The incumbent must have the ability to work a varying schedule which might include shift work (days or nights), weekdays or weekends, and some holidays. Work hours may vary or change based on departmental requirements.