

Job Description

Position: Operations Manager

Location: Norcross, GA

Mission:

To be a trusted partner who drives better business results for our healthcare customers. Together we grow.

Position Summary:

The Operations Manager will report directly to the President / COO and have direct reports. They will provide leadership, guidance, and direction for all areas of responsibilities. Responsible for managing the field inventory and oversight of the day-to-day execution of inventory optimization. Plans, forecasts, and controls warehouse and subsidiary inventories consistent with working capital objectives, service level targets, and availability to achieve department's metrics.

Scope of Role Responsibilities:

- Facilitate meetings, document productivity gains and recognize employees for quality improvement accomplishments, ensure that customer demands are met, and standard processes are being followed.
- Lead problem solving efforts, coach team members in resolving conflicts and achieving results and provide ongoing training. Will be responsible for these tasks while driving continuous improvement.
- Maintain and develop demand-driven inventory model to assist field inventory optimization initiatives.
- Lead and guide a team of Field Inventory Analysts.
- Work with sales reps, operations, logistics, and forecasting groups to manage field inventory and ensure consistent flow to attain sales targets within company inventory productivity guidelines.
- Develop plans and implement strategies which meet or exceed internal and corporate goals.
- Establish and maintain individual line items, ordering policies, and par stocking levels for each subsidiary inventory location.
- Manage and coordinate product specific strategies through the supply chain network.
- Maintain a clean and well-organized warehouse to meet OSHA and FDA regulations.
- Finance elements of the financial management, from daily transactions to the finalization of end of month, audits, debtors and end of year financial accounts and management reports.
- Manage and oversee the coordination of all elements of the order fulfillment process, from purchasing to shipping of goods.
- Oversee the development, implementation and monitoring of efficient and effective office processes, including ensuring the company follows quality processes. Actively develop staff to take on greater responsibilities and to ensure the company has backup/cross functionality across current staff.
- Ensure that appropriate skill levels are developed in staff to allow good business practice. This would involve staff cross functional training to ensure continuity in the business if staff members were to leave.

Critical Experience & Skills:

- Bachelor's Degree in a business or supply chain or logistics or engineering discipline or equivalent
- Intermediate level with Microsoft Office (Outlook, Excel)
- Experience in working in a matrix environment in which collaboration in all directions is necessary
- Experience working in a fast-paced rapidly growing environment
- Writes and speaks clearly in a variety of communication platforms (E-mail, telephone, in-person)
- Understanding of Lean Manufacturing and understand supply chain and business processes including requirements planning, distribution, and sales
- Ability to communicate objectives, coaching, motivating, training, and recognizing towards those objectives
- Demonstrated history of high achievement and organized work habits
- Ability to deal with issues with multiple variables such as process improvement and resolution of poor performance on an individual or cell basis
- Ability in managing flow and capacity with strong analytical problem-solving skills

Competencies:

Accuracy/Quality– Is attentive to detail and accuracy committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems and own/acts on them.

Adaptability/Flexibility – Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure and adjusts to meet changing needs

Dealing with Ambiguity - Effectively copes with rapid change; comfortably handles risk and uncertainty, is not easily rattled.

Dependability – Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure and meets attendance/punctuality requirements.

Innovation - Find creative solutions to problems/needs that lead to positive outcomes, translates creative ideas into tangible action items.

Integrity/Ethics – Deals with others in a straightforward and honest manner, is accountable for actions, maintain confidentiality, support company values and conveys good news and bad.

Organization – Manages multiple simultaneous client activities and projects; organizes resources to accomplish task in an efficient and effective way; coordinates multiple people and functions to accomplish a single goal; prioritizes multiple activities, capitalize on all available resources.

Problem Solving – Interprets data and gives recommendations, solve unique and challenging problems, undertakes complex tasks and breaks them down into manageable parts in systematic way, thinks of all possible alternatives for a situation.

Sense of Urgency – Makes and executes decisions in a swift and timely manner – pursues everything with drive and perseverance, often goes “above and beyond” to complete the task at hand.

Teamwork - Meets all team deadlines and responsibility, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Physical Demands

- Moderate to heavy physical activity. Lifting of at least 50 pounds
- Standing, sitting or moving for extended amounts of time
- Occasional overnight travel – up to 20%