

Careers in the Supply Chain

OPERATIONS MANAGER

National Occupational Classification Code – 0911

Alternative Titles:

- area manager, assistant area manager
- clothing factory manager
- dairy plant manager
- factory superintendent, manufacturing manager
- operations manager, manufacturing
- plant manager, manufacturing
- production manager, manufacturing



Industry Description

Operation Managers plan, organize, direct, control and evaluate the operations of an establishment or of a production department within a manufacturing establishment, under the direction of a general manager or other senior manager.

General Job Description

Operation Managers are responsible for directing a group of operations area managers in the overall fulfillment of distribution centre (DC) operations. They ensure that strategic operational plans are developed and implemented within the site, and analyze and report on the achievement of site key performance indicators (KPIs).

Job Functions

Operation Managers perform some or all of the following duties:

- Conduct operational analyses of the receiving, order-filling, and shipping functions to ensure efficiency and effective coordination between the functions. Identify improvement opportunities and submit recommendations to maximize current operations or plan for operational changes.
- Collect, review and analyze operational information (key performance indicators (KPIs), budget reports, operational expenditures and other controls) on a daily, weekly and monthly basis.
- Work with operations area managers to define, coordinate and develop solutions for department or area specific requirements and problems.
- Identify and manage priorities to ensure customer expectations are met and exceeded. Participate in and may delegate or manage responsibilities of special projects or task forces.
- Provide ongoing support, coaching and development of operations area managers, including the establishment of annual performance objectives, conducting performance discussions, making compensation recommendations, and conducting succession planning and skill development discussions.
- Support, develop and train direct reports on the interpretation and application of all employment-related programs and procedures, including Health and Safety, in order to ensure compliance with the relevant legislation and company policy.

Physical Demands Analysis

- Operations Managers require confidentiality in dealing with client information, employee performance information and specific business objectives and financial information of the company.
- Work in a fast-paced environment within deadlines that are competing and unpredictable. Must ensure operational functions are effectively coordinated to ensure optimal efficiency.
- Communications are mostly non-routine and non-controversial, involving professional discussions and meetings among key stakeholders.
- Frequent requirement for attention to detail; prolonged use of computer terminal equipment.
- Work in a typical office environment with frequent exposure to the warehouse-operating environment, temperature variations, under conditions of minor risk of injury and low physical effort.

Position Expectations

Essential Skills	
Reading Text	2
Document Use	2
Computation	2
Writing	1
Oral Communication	2
Thinking Skills	2
Working with Others	2
Computers	2
Continuous Learning	2

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

Salary Range

Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

Pre-employment Skills

- Completion of a college or university program in Business Management, Operations Management or Inventory Control.
- Advanced level of experience in warehousing logistics, operations and support services or quality assurance.
- Project management skills, including needs analysis, information gathering, research, analysis, and reporting skills; preparing and maintaining detailed project plans.
- Managerial skills, including selection, coaching and counselling team members, evaluating performance, team building, and administration and operational planning, including budgeting and resource allocation.
- Communication skills (verbal, written, facilitation), including an ability to interact with all levels of the organization.
- Time management skills, including an ability to work in a fast-paced environment, multi-task, manage multiple projects, and meet deadlines under pressure.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
3	Vice President	7 years	10 years+
2	Director	5 years +	6 years
1	Manager	4 years +	5 years+

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>
- Essential Skills – <http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml>