

ROLE DESCRIPTION

Position Title: Director of Operations
Department Title: Operations
Function: Manages and Directs Mainstay Operations
Supervisor Title: Vice President of Operations
FLSA Code _____ **Salary Grade** _____

The Conrad Company Mission

Consumers and businesses need building products and a system of distribution and installation that provides value in the market we serve. The Conrad Company matches this need by influencing the market through innovative marketing programs and the reliable distribution of materials.

Role Statement – How this position supports the mission:

The Director of Operations directly supports the Mission of The Conrad Company through the management and improvement of the distribution system to ensure reliable and safe distribution of samples, literature and materials at the request of sales, marketing and customer accounts. This includes all processes in the Mainstay as well as data integrity issues for Great Plains and other supporting system information. As Director, he or she will interface with other key executives in The Conrad Company to provide assistance and suggestions.

Primary Responsibilities

- Oversees all Mainstay processes for adherence to procedures
- ❖ Standardizes and simplifies Operations procedures
- ❖ Coaches, trains and supports subordinates and others (including Customer Accounts) for adherence or improvements to procedures. This includes routine visits to warehouse locations.
- ❖ Defines and monitors layouts of warehouses
- ❖ Prepares Yearly Budgets for Operations and monitors monthly
- ❖ Purchases Capital Expenditure items, including the prompt authorization/processing of equipment repair or requests for replacement
- ❖ Analyzes needs and orders Sample & Literature inventory
- ❖ Creates, requests and/or manages reports to audit established procedures
- ❖ Routinely conducts procedural and inventory audits
- Satisfactorily resolves customer complaints that can not be handled by subordinates
- Accepts responsibility and accountability for actions enhancing business relationships
- Responsible for documenting and fixing problems in the system without escalation
- Looks for continuous improvements resulting in increased capacity, productivity, customer satisfaction and elimination of waste
- Communicate recommendations concerning errors, inefficiencies, or preventable incidents on a timely basis
- Promptly reports safety incidents and/or resolves issues
- Other responsibilities may be assigned as deemed appropriate for this position

Role Description: Director of Operations

Secondary Responsibilities

- Receives S & L orders from DuPont into Great Plains
- Organizes and conducts interviews for support areas

Current Measurements of Performance

- The Director will monitor all Operations performance measures using statistical methods. Special causes will be noted and action taken, if reasonable. Unacceptable system performance will be submitted for improvement projects.
- The Director will use and coach others to use the Model for Improvement's questions routinely

Conduct

The Director of Operations will model behaviors consistent with the published tenets of The Conrad Company and coach subordinates to exhibit equivalent behaviors.

Improving the System

All Conrad Associates are responsible for documenting and fixing problems in the system. In addition, the Director is responsible for improvement project participation, planning, communicating and implementing solutions for:

- Supplies or equipment needs
- Personnel issues
- Capacity issues
- Safety Incidents and/or issues

Organization Relationships:

Reports directly to Vice President of Operations
Interacts routinely with all associates within The Conrad Company
Coordinates non-routine activities with subordinates
Participates and contributes to improvement projects
Shares information throughout The Conrad Company

External Relationships:

Periodic contact with Conrad Company customers
Routine contact with Conrad Company suppliers

Personal Improvement

The Conrad Company will provide resources and support for education and training. It is the associate's responsibility to seek approval, schedule and participate in education and/or training that will prepare him/her for present and future needs.

QUALIFICATIONS/ABILITIES:

Bachelor Degree, at a minimum
Proficient Computer skills in database, spreadsheets and word processing
Excellent math, reading and writing skills
Minimum of 10 years supervisory experience
Excellent communication and interpersonal skills
Demonstrates analytic problem solving skills
Detail oriented