

Director of Operations

Job Code: DIOPS



Job Details

Location: Ontario
Job Type: Full Time

Position Summary

As the Director of Operations, you will design policies and procedures, while managing the Parts and Customs/Traffic Department, you will also have oversight over Supply Chain & Operations in our HVAC Products Division. You will provide leadership, guidance and act as an escalation point to the supply chain organization, and ensure that our Supply Chain & Order Management professionals are effectively coordinating the delivery of HVAC product to the market, in a timely manner.

As part of the senior leadership team, this position works closely with global manufacturing facilities, 3rd party vendors and regional stakeholders to ensure business continuity and uninterrupted supply to customers in a cost-efficient way. You will provide input to the Senior Management Team in terms of the development of our overall Company strategy, as it relates to our business, through your knowledge and understanding of MESCA's business operations. The position reports to the President & CEO. The position reports to the President & CEO.

Hybrid Role: 3 days in-office; 2 days remote.

Key Responsibilities

- Oversight over Supply Chain & Operations in our HVAC Products Division, providing leadership, guidance and acting as an escalation point to the supply chain organization
- Ensure that our Supply Chain & Order Management professionals are effectively coordinating the delivery of HVAC product to market, in a timely manner.
- Establish policies and procedures to ensure smooth and cost-effective delivery service for all aspects of the Product Service Division
- Monitor operating expenses against budget
- Prepare monthly reports
- Liaise with factory for parts and logistic issues
- Approve payment
- Manage spare parts inventory at a reasonable level, while maintaining the parts fulfill rate above 95%
- Advise and approve service spare parts purchases and sales
- Determine spare parts pricing structure
- Investigate and recommend substitute parts
- Managing and planning for logistics or transportation issues
- Keeping track of the inbound shipments, transit time and transportation cost

- Liaise and negotiate with suppliers, manufacturers and shipping agents
- To ensure shipping documents are received in time for setup in the system, and customs clearance
- Managing and coordinating with the customs broker and forwarders for smooth and efficient customs release of our products
- Working with Customs Broker to obtain binding ruling for import products when needed, and file for adjustment when import entries discrepancy is found.
- To arrange EXW and FCA shipment either by air or ocean
- All freight bills validation and approval
- Handle insurance claims for products damaged in transit
- Delivering solutions to any logistics problems while maintaining a high quality of service
- Forecasts goals and objectives for the departments and strives to meet them
- Monitors the performance of the parts, logistic and supply chain departments.
- Strives for harmony and teamwork within the departments and with all other departments

Qualifications

Qualifications

- Completion of a program from a University, College, or Technical Institution.
- Bachelors degree in Logistic or Supply Chain Management
- 7 years of experience in electronics, the customer service and international logistic operations.
- Direct working knowledge of International Import/Export Shipping & Documentation
- Experience in Management, Communication and Computer skills
- Strong interpersonal, written, and verbal communication skills
- Well-developed analytical thinking and problem-solving skills
- Effective negotiation skills and the ability to manage conflict
- Traffic or customs experience would be an asset

Education Requirements

Min/Preferred	Education Level	Description
Preferred	4 Year / Bachelors Degree	Completion of a program from a University, College, or Technical Institution. Bachelors degree in Logistic or Supply Chain Management

Years Of Experience

Minimum Years of Experience	Maximum Years of Experience	Comments
7		7 years of experience in electronics, the customer service and international logistic operations.

Accommodations will be available upon request for persons with disabilities. Accommodations will be available upon request for persons with disabilities.