



# **CAREER NOTICE**

## **RDC 6093**

### **OPERATIONS MANAGER (EASTERN REGION)**

**CORNWALL, ONTARIO**

**FEBRUARY 6<sup>TH</sup>, 2018**

Please be advised that we have an opportunity for one (1) Operations Manager. This position will support the Regional Distribution Centre in the Eastern Region in Cornwall, Ontario.

This position requires specialized skills and therefore only candidates that have relevant current experience and education will be considered.

Please refer to the attached information for more details on this role.

If you are interested in this position or know someone who is, please forward an updated resume clearly stating the position you are applying to [tracy.lapierre@walmartlogistics.ca](mailto:tracy.lapierre@walmartlogistics.ca)

**Tracy Lapierre**

Human Resources Business Partner

Walmart Canada Logistics ULC

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Please note, while internal candidates will be considered, we will also be simultaneously recruiting outside candidates.



Walmart Canada Logistics ULC  
POSITION PROFILE

**Operations Manager – Regional Distribution Centre 6093**

<b>Position:</b> Operations Manager - RDC 6093	<b>Department:</b> Operations
<b>Reports to:</b> General Manager	<b>Location –</b> Cornwall, Ontario

**Job Summary**

This position is responsible for directing a group of Team Leaders in the fulfillment of daily Distribution Centre (DC) operations. Develops, communicates, and ensures the effective implementation of operational procedures in the following areas: receiving, order-filling and shipping. Oversees all daily work activities to ensure customer quality, productivity, service and delivery commitments are met.

**Specific Duties and Responsibilities**

1. Plans and monitors the daily basis Operations to ensure they are carried out in a productive, safe, and cost-efficient manner. Reviews all associated reports, and documentation for accuracy and consistency.
2. Establishes area-specific standard operating procedures (SOPs) and processes and ensures department employees are adequately trained in their proper execution.
3. Sets and communicates departmental objectives. Provides direction, support, and coaching to Team Leaders in the fulfillment of their responsibilities and the accomplishment of objectives.
4. Monitors and analyzes the daily productivity report (TPR), the key performance indicators (KPIs), and employee productivity reports. Devises action plans as appropriate to address any areas of substandard performance.
5. Works closely with on-site Human Resources department to address employee performance issues in accordance with policies.
6. Reviews and audits current budget expenditures for cost savings or efficiency opportunities. Reviews staffing schedules and allocation of resources to ensure levels are consistent with budget forecasts.
7. Attends and/or conducts planning meetings, taskforces, and workgroups with other Area Managers/other DCs to review common issues and identify opportunities for improvement. Facilitates a variety of departmental and operational meetings to ensure open two-way communication.
8. Makes recommendations for process improvements in operational procedures, productivity standards, staff planning and allocation, working conditions and use of equipment in order to increase efficiency of department.

9. Ensures employment related programs and procedures, including health and safety and housekeeping programs are effectively implemented in order to comply with the relevant legislation and company policies.
10. Hires new Team Leaders. Trains, coaches, develops, and evaluates performance of Team Leaders in all functional areas. Conducts the annual performance review and ensures future leadership through the effective implementation of succession planning activities.
11. Provides detailed/accurate shift hand-off information to Operations Managers.
12. Works closely with the Administration Department to ensure all trailers are loaded and released to hit store windows and no LOS.
13. Responsible at the Area Level for overall Health, Safety, Security, and Environmental Compliance.
14. Reviews Health and Safety trends for their area and initiates improvements to reduce hazards and prevent reoccurrences.
15. Responds to the JHSC written recommendations within the guidelines under the OHSA required by the regulations or the employer.
16. Establishes and monitors regular communication of Health and Safety information, which includes updating information, training, etc.
17. Complies with and reviews reports from the appropriate department on Incidents / accidents and implements initiatives to reduce reoccurrences.
18. Performs workplace inspections to highlight and address safety concerns. This includes walks through the workplace to ensure Team Members comply with safe working practices. Investigates and reports incidents including; accidents, injuries, complaints, near misses, misconduct, infractions, and other violations of company policies and procedures.
19. Attends Start-Up Meetings to discuss Health and Safety concerns and holds an open forum for Associates to participate.
20. Reviews departmental Team Leaders' and Associate's performance related to Health and Safety. Rewards for demonstrated compliance and commitment to safety. Address substandard performance.
21. Develops departmental training schedule and ensures timeline compliance. This includes but is not limited to MHE Training, WHMIS, MSDS, Emergency Evacuation, JSPs, Appropriate Workplace Behaviour, etc.
22. Participates in the Occupational Health and Safety Competency Training for Supervisors provided by the company.
23. Be familiar and ensures compliance with the Ontario Health and Safety Act with attention to Sections 25, 26, 27 and 28.

### **Position Requirements**

- Post-secondary education in Business Management, Operations Management or Inventory Control.
- Advanced level of experience in warehousing logistics, operations and support Services or quality assurance.
- Advanced knowledge of Health and Safety, including Occupational Health and Safety Legislation and Regulations for Industrial establishments. Hazard recognition Material Handling Equipment, PPE, Machine Guarding, and Electrical Safety.
- Excellent judgment in prioritizing requests, excellent organization and problem solving / decision making skills.
- Exceptional communication skills (written and verbal) including an ability to interact with all levels of the organization.
- Data analysis skills including information gathering, research, analysis, reporting skills.

- Managerial skills including selection, coaching, and counseling Team Leaders, Evaluating performance, team building, and administration and operational planning including resource allocation.
- Ability to work in a fast-paced environment, multi-task, manage multiple projects, and meet deadlines under pressure.
- Ability to hold team accountable through frequent follow-up on areas of responsibility.
- Computer skills including word processing, spreadsheets, email. Knowledge of Mainframe applications.
- Ability to work flexible shifts, long weekends, and additional hours as required.

### Working Environment

- This position requires confidentiality in dealing with our Company's information and specific business operating policies and procedures of the Company.
- Must handle frequent internal/external interruptions and inquiries, while addressing problems within fixed customer service and response standards.
- Frequent requirement for attention to detail; prolonged use of computer terminal equipment and understanding of various systems.
- Communications are non-routine and non-controversial, involving professional discussions and exposure to both internal and external customers.
- Works in close proximity to a warehouse environment with frequent exposure to the warehouse-operating environment, under conditions of minor risk of injury and low physical effort (can include light lifting) during periods of each shift.

POSTING DATE:	<b>FEBRUARY 6<sup>TH</sup>, 2018</b>
CLOSING DATE:	<b>FEBRUARY 14<sup>TH</sup>, 2018</b>

*Interested candidates please apply at [tracy.lapierre@walmartlogistics.ca](mailto:tracy.lapierre@walmartlogistics.ca)*