

# Operations Manager

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**Location:** Vancouver, BC

**Employment Type:** Fulltime

**Start Date:** Immediate

The Kraus Group is one of the largest integrated carpet and flooring manufacturers and distributors in North America with facilities throughout Canada and the USA and is currently recruiting for an Operations Manager to join our team in our Vancouver, BC (Delta) Warehouse.

## Job Purpose

The Operations Manager is responsible for leading the team that accomplishes day to day inventory receiving and storing; order fulfillment and on time shipping within their warehouse. He/she will provide measurement and relevance to the warehouse employees ensuring they have the proper tools and training to supply our customers with on time service. He/she is responsible for the maintenance of the warehouse and equipment; solicits and approves warehouse expenses. Operations managers perform a number of functions to achieve their objective including providing feedback, training, safety in workplace and other team development exercises working hard to ensure client satisfaction and consistent growth in revenue.

## Duties and Responsibilities

- Provide customer assistance to customer service relating to changing orders, spot checking inventory, special shipping requests and daily troubleshooting.
- Create and maintain a positive cross trained team providing measurement, anonymity, and relevance to drive motivation.
  - Approve and submit employee payroll spreadsheets to HR.
  - Maintain vacation and attendance records for all employees.
  - Obtain substitute employees as needed.
- Regularly maintain building and grounds utilizing on site employees when possible and outsourcing when necessary within the guide lines of capital expenditures.
  - Maintain the condition of buildings from foundation to roof, inside and out to maintain a safe environment for employees; handling, storage, and shipping of inventory.
  - Maintain landscaping to ensure grounds are eye appealing and safe for employees and customers including mowing in summer and snow removal in winter.
  - Ensure equipment uptime measures are in place and met and all safety regulations are adhered to.
  - Maintain proper and safe locations and storage areas for inventory in the warehouse.
  - Identify unsafe and obsolete inventory and report to inventory control manager.
- Negotiate rates and contracts as needed with outside freight carriers.
  - Obtain LTL quotes on a daily basis.
  - Manage external cross docks assigned by region to ensure excellent customer service, on time quality shipping and pickup of returns.
- Implement quality management, safety and regulatory compliance strategies.
  - Responsible for ensuring branches are compliant with all legislation and compliance, such as the Occupational Health and Safety Act and the Employment Standards Act/Code, etc.
  - Develop and enforce safe warehouse practices and procedures.
  - Perform training sessions on health, safety and functional procedures.

- Ensure expedited movement of inventory through the warehouse to provide customer satisfaction and on time shipments.
  - Schedule receiving appointments with carriers in an expeditious fashion and unload goods safely and timely.
  - Create and maintain filling, staging and shipping procedures for goods to achieve on time shipping to support customer satisfaction.
  - Set up special shipping arrangements to accommodate late or special shipments.
  - Shop and order shipping materials required for the facility, while finding cost saving avenues. Materials such as, Boxes, Pallets, Shrink Wrap Tubes, Labels, etc.

## Qualifications

- Successful candidate will have a degree or diploma or equivalent in a business related field, along with 5+ years of relevant experience in warehouse management.
- Candidate must have working knowledge of Microsoft office products such as Outlook, Word, Excel and be able to use computer applications effectively.
- Excellent project, planning, change and time management capabilities.
- Have good judgment and decision making skills, leadership and motivational ability.
- Must have strong organizational skills and ability to multitask.
- Have comprehensive knowledge of quality assurance principles, methods, design, testing and implementation.
- Be able to create and maintain a strong working team and coordinate with other departments such as customer service, shipping, samples and supply chain.
- Must be dependable and maintain a good attendance record.

To Apply, please send your confidential application to [careers@krausflooring.com](mailto:careers@krausflooring.com).

Check out our website at [www.krausflooring.com](http://www.krausflooring.com)

*The Kraus Group of Companies embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation need known to Kraus. We welcome application from all qualified persons.*