



Hemlock Connect Inc.
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hemlockconnect.com

Job Profile

Date: November 4, 2024
Position: Operations Manager
Status: Permanent, full time
Shift: Day Shift Monday to Friday
Hours: 8am - 4:30 pm
Location: Richmond BC

Hemlock Connect is a rapidly growing industry leader specializing in mail processing, digital print production, E-Commerce order fulfillment and third-party distribution solutions to a diverse range of clients throughout North America. We proudly operate from two specialized facilities encompassing over 56,000 square feet in Richmond, BC. Our experienced team maintains a dedication to accuracy, reliability and continuous innovation. For more information, please visit hemlockconnect.com.

We have an opening for an **Operations Manager** who will be primarily located at our Fulfillment & Distribution Center. This position is a great opportunity for a results-oriented professional who thrives in a dynamic and fast-paced environment, with a passion for optimizing logistics and distribution.

Position Overview

As a member of the Management Team, the **Operations Manager** will be responsible for the successful day-to-day operation at our Fulfillment & Distribution Center and our Print & Mail facility. This role will manage our team of dedicated Supervisors, Team Leads and Material Handlers while supporting their growth and development in their respective roles. Ensuring people, process and technology are aligned in order to meet and exceed our clients' print, mail, distribution, kitting and fulfillment requirements will be key to the success of this position. This role will identify workflow inefficiencies and suggest process improvement initiatives to streamline operational procedures and create and implement workflow enhancement policies that will drive performance metrics and enhance customer satisfaction.

Key Responsibilities

- Manage, motivate and support our Production Supervisors, Team Leads & Material Handlers by monitoring performance, providing regular feedback & conducting annual performance reviews



- Coordinate with department Supervisors & Team Leads to allocate staffing and streamline daily operations to enhance service levels & meet client-specific requirements & timelines
- Identify staffing gaps and manage the hiring, onboarding and training process
- Oversee the coordination of inbound/outbound shipments and delivery appointments ensuring that they adhere to company guidelines
- Facilitate accurate counting, receiving and placement of products within our warehouse management system with the use of RF Scanning according to warehouse standards
- Ensure staff follow established warehouse policies & standards to maintain accurate inventory levels for all stored material
- Oversee regular cycle counts while troubleshooting and resolving discrepancies
- Demonstrate positive leadership skills through effective teamwork and collaboration with production staff, account managers, the senior management team and clients
- Facilitate meeting company Key Performance Indicators regarding productivity, customer service and team performance
- Ensure warehouse cleanliness, safety and organization levels are maintained according to established warehouse processes and guidelines
- Work with the Material Handling Team, providing hands-on support as needed to ensure maximum productivity
- Coordinate general building repairs and improvements at both facilities
- Oversee timely upkeep and maintenance of warehouse equipment
- Provide a safe working environment for staff by facilitating compliance with company and government safety regulations

Additional Duties: The above responsibilities do not imply that these are the only duties to be completed. Any other job-related duties and instructions requested by your manager are expected to be performed.

Qualifications

- Industry-recognized certification in Business, Supply Chain Management, Logistics, or a related field (or equivalent experience)
- 5+ years of experience in operations management within a logistics, fulfillment, or distribution environment, with a strong understanding of e-commerce fulfillment
- Proven track record of managing teams, improving processes and achieving KPIs
- Strong leadership, problem-solving and organizational skills
- Proficiency in warehouse management software, ERP systems (ideally MS Business Central) and Microsoft Office



- Excel proficiency with the proven ability to generate and analyze reports for identifying trends and recommending improvements to support data-driven decision making
- Excellent communication skills and customer service orientation
- Parcels and freight shipping experience with an understanding of customs and international shipment regulations
- Warehouse logistics, shipping, RF scan gun and material handling experience
- Forklift certification an asset

Key Competencies:

- Strategic thinking and planning
- Attention to detail and accuracy
- Customer-focused mindset
- Ability to work under pressure and adapt to changing demands

Benefits

- Extended Health and Dental (incl. of Vision & Prescriptions), Life, AD&D, Short-term Disability and Long-term Disability Insurance package
- Vacation and Care/Sick pay
- Group RRSP
- Profit Sharing
- Employee & Family Assistance Program
- Transit/Compass Card program
- Free onsite parking

Hemlock Connect is committed to building a diverse and inclusive workplace. We strive to ensure our internal policies and practices recognize the value of diversity, inspire employee participation and are free of barriers for advancement. Our goal is to provide equal possibility for everyone and for every employee to feel safe, valued, empowered, and respected for their contributions to our shared purpose. All those who contribute to the further diversification of our community are encouraged to apply.

If you are interested in this opportunity, please forward your resume to hr@hemlockconnect.com and quote **Operations Manager** in the email subject line.

Open until filled.

We would like to thank all applicants for their interest, however only short-listed candidates will be contacted.