



Director of Operations

SALARY RANGE (2017): \$94,000-\$151,000

I am a master of communicating, I manage every detail of a business' day-to-day functions. I plan, organize, direct and control the operations, often production, functions of my business. My attention to detail is unparalleled, and I enjoy managing a great deal of factors which go into a finished product. I am responsible for driving and managing all manufacturing and order fulfillment activities at the facility while maintaining efficient production in desired quality and quantity. I delegate tasks to people and ensure that a company is functioning a peak efficiency.

The Tip: Do co-op work experience. Period. This forces you to get out of a classroom and apply yourself.

PRIORITY KNOWLEDGE AND SKILLS:

Customer Relationship Management

Knowledge & ability to:

- Apply principles of CRM
- Manage a sales process
- Compelling presentation & report writing
- Develop & execute a distribution strategy
- Leverage e-commerce
- Develop & execute a merchandising strategy
- Leverage co-operative marketing
- Provide customer support
- Develop & execute a pricing strategy

General Management

Knowledge & ability to:

- Manage budgets
- Manage projects
- Negotiate contracts
- Conduct competitive analysis
- Conduct environmental scan
- Leverage contextual knowledge
- Analyze data & leverage business intelligence
- Develop and manage forecasts
- Manage business intelligence and analytics
- Negotiate and manage contracts

Internal Supply Chain Management

Knowledge & ability to:

- Collaborate with partners in product/service design
- Manage inventory and warehousing
- Manage order fulfillment
- Manage transportation logistics
- Design, establish and manage related contracts
- Identify and develop strategic sourcing relationships
- Establish strategic and tactical SCM plans and processes

BUILDING BLOCK EXPERIENCES:

Education & Learning:

- Bachelor of Commerce (human resources) with a minor in SCM
- Diploma in finance from local college
- Listen weekly to [Under the Influence Podcast](#)

I always wanted to manage people. The challenge is, it's what many aspire to. This role is at the forefront of change in many organizations, so to compete I need to be current. Leveraging education and learning is critical to be one step ahead of my competition.

<p>Employment Experiences:</p> <ul style="list-style-type: none"> ● Did a co-op work term at a large packaged goods company. This company offered me a position upon graduation. ● Was on a structured development plan with my company and in five years worked in human resources, sales, finance and operations. I found my HR and finance background positioned me well in operations ● Following the development plan, was promoted to operations coordinator and three-years later as the operations manager. 	<p>My big break happened by deciding to do a co-op. This single decision defined my career. It showed me what I love to do and what I am good at. It also allowed me to demonstrate this to others. I didn't always love the jobs I was assigned to do, but I realized that to become a manager, I was accountable to the whole business. Finally, my commitment to the organization built my personal brand equity—I have an excellent professional reputation.</p>
<p>Community Experiences:</p> <ul style="list-style-type: none"> ● Board of my local chapter of Supply Chain Management Association (SCMA). ● Chaired fundraising committee of my child's pre-school 	<p>Volunteering not only allows me to contribute my skills to my community, it broadens my network and relationships. The diversity of these relationships forces me out of my comfort zone.</p>
<p>Contextual Experiences:</p> <ul style="list-style-type: none"> ● Becoming a parent 	<p>Balance requires discipline and perspective. I've become a better manager because I've internalized the principle of "don't sweat the small stuff."</p>
<p>Relationships:</p> <ul style="list-style-type: none"> ● Cold-called a HR manager in my first year of university. This cold call led to my internship and 13 years later this HR manager is both a mentor and a friend. 	<p>All relationships require risk taking. The biggest challenge was that first phone call I made. I realized that if I didn't make the call, someone else would. I took a leap and never regretted it.</p>