

HPM Building Supply

Job Description

Job title:	Operations Manager	FLSA:	Exempt
Location:	Hawaii	Reports to:	Branch/Regional Manager
Department:	Administration	Last Updated:	10/22/2019

Job Summary

The Operations team gets the right products to the right customers at the right time. Overseeing the Lumberyard, Receiving, Administration, Inventory, and Delivery teams, the Operations Manager recruits, coaches, trains, onboards and motivates a team of direct and indirect reports. Leading these teams, the Operations Manager ensures smooth and efficient branch operations, giving both customers and owners an over-the-top experience. Whether it be making sure a delivery gets to a jobsite on time or coordinating the repairs of a broken air conditioning unit in the facility, the Operations Manager is ready for the challenge!

Essential Functions

- Coordinate and manage the day to day operational activities at the branch. Serve as the backup in the Branch Manager's absence.
- Help develop and maintain effective cross-functional processes, workflow, training and communication to ensure smooth branch operations. On a regular basis, critically evaluate and make improvements for better efficiency, productivity and quality.
- Recruit, coach, train, onboard and motivate team to optimum performance. Set the example in an uplifting and positive manner.
 - Provide direction and guidance to achieve performance targets.
 - Work with team on trends/improvements to decrease shrink and improve mindfulness regarding internal control and inventory protection.
 - Responsible for recruiting and onboarding new team members
 - Partner with Human Resources on discipline and terminations
- Monitor, review and help improve branch metrics, including but not limited to:
 - Daily Sales, Customer/Phone Service scores, On-Time and In-full (OTIF), Out of Stocks, Owner Happiness, Open Orders, Transfers etc.
- Ensure the safety and security of owners, customers and the facility
 - Conduct daily branch walks, making improvements as needed
 - Serve as the branch's main point of contact with alarm company
 - Coordinate manager schedule for receiving off-hour calls from alarm company
- Set excellent housekeeping standards and hold others accountable to meeting them.
- Provide an experience that wows our customers.
- Manage various teams and projects, such as the coordination of wall-to-wall branch inventory, necessary facility repairs, etc.
- Participate in weekly inventory cycle counts, researching variance and collaborating to achieve yearend cycle count targets.

- Attend community and business events as a representative of the company.
- Other projects and responsibilities may be added at the company's discretion.

Job Requirements and Qualifications

Education and Training Requirements: High school diploma or equivalent is required; college degree in related field preferred but not required.

Knowledge and Ability Requirements:

- Requires strong leadership skills, including ability to motivate others, resolve conflict, encourage teamwork and coach optimum performance.
- Requires ability to take personal responsibility and productively hold others accountable, partnering with (not blaming) others to resolve issues.
- Ability to communicate clearly and concisely, verbally and in writing. Ability to follow-up and follow-through in a respectful manner.
- Requires ability to creatively problem solve and be resourceful in finding solutions, all in a fast-paced environment with frequent interruptions.
- Must be self-directed, manage own time and execute projects on time within budget.
- Knowledge of principles and methods of customer service; needs assessment, meeting quality standards for service and evaluation of customer satisfaction.
- Intermediate computer skills are required, including effective use of email, internet, and various enterprise applications.
- Knowledge of basic accounting principles and reporting of financial data.
- Knowledge in building industry and single home construction is highly desirable

Experience Requirements: Five years of previous management experience is required, preferably in an operations role.

Other Information

- Various outdoor locations including warehouses, lumberyards, and construction/jobsites (exposure to inclement weather).
- Steel toed shoes required when working in warehouse and lumberyard setting.

Owner Signature

Manager Signature

Owner Name (please print)

Manager Name (please print)

Date

Date

Note: We use the term "owner" instead of employee since we are 100% employee owned!