

POSITIONAL AGREEMENT

Date: 01/01/19

Revision Date: 01/01/19

Position Title: Operations Manager

Reports To:

Position Summary:

The Operations Manager (OM) is responsible for the day to day operations of _____. This includes managing the workforce, production of satisfactory products, scheduling production to meet customer orders and maintain stock inventories, the production costs within budget parameters, and successfully maintaining an industry leading safety program to exceed industry OSHA TIR averages. The Operations Manager will conduct daily business operations to be within our Core Values and help realize our Vision.

Position Details:

Key Accountabilities	Indicators of Effectiveness
<ul style="list-style-type: none"> Product Quality The OM will provide the highest quality of products to all customers. He/she will continually look for improvements to the production process. All product shipped must meet internal quality specs. 	<ul style="list-style-type: none"> It is expected that the OM will ask for customer feedback via regular Customer Satisfaction Surveys Regular evaluation of off spec production Regular feedback from customers, team members, and General Manager (GM)
<ul style="list-style-type: none"> Sales The OM will actively take part in sales meetings and understanding the needs of customers. The OM will support the sales dept. in areas as necessary, esp. in investigating claimed quality problems in the field. 	<ul style="list-style-type: none"> Regular feedback from customers, sales team members, and GM
<ul style="list-style-type: none"> Safety The OM working with the Safety Manager will keep all safety records in the most transparent, accurate, and honest manner. _____ takes the safety of our workers very seriously and endeavor to run an industry leading safe plant. Accidents do not need to happen. 	<ul style="list-style-type: none"> Data/reports detailing the safety activity Regularly scheduled, valuable, invigorating Safety Committee meetings and team member safety presentations Feedback from team members and GM
<ul style="list-style-type: none"> Key Performance Indicators (KPI's) The OM will be responsible for inputting and monitoring his/her KPI's on a consistent basis as determined by the company 	<ul style="list-style-type: none"> Timely, accurate and completed monthly KPI reports Monthly performance within budget per P&L Feedback from CFO, Safety Manager, and GM
<ul style="list-style-type: none"> Teamwork The OM will partner with all members of the company to build the team and the team 	<ul style="list-style-type: none"> Feedback from team members and firm owner Monitoring team member attendance Monitoring team member issues

<p>performance. The OM will manage the production team workers and influence the entire team to follow and uphold the Core Values, Vision and Mission of the company. The OM will also be responsible for the production team, adherence to the attendance policy, and effectively manage discipline as needed. The OM is also responsible for staffing the team at the approved levels, which includes hiring and firing.</p>	<ul style="list-style-type: none"> • Feedback from GM
<ul style="list-style-type: none"> • <u>Personal Conduct and Appearance</u> <p>The OM will conduct himself/herself in a positive, above the line and professional manner at all times. Behavior outside of the firm in the community will be reflective of our Core Values.</p>	<ul style="list-style-type: none"> • Feedback from GM
<ul style="list-style-type: none"> • <u>Training/Conferences</u> <p>The OM will be required to attend meetings and trainings as deemed appropriate by the GM.</p>	<ul style="list-style-type: none"> • Feedback from GM

Necessary Skills and Attributes:

Skills and Attributes	Details
<ul style="list-style-type: none"> • Academic/Technical Qualifications 	<ul style="list-style-type: none"> • College Education
<ul style="list-style-type: none"> • Knowledge and Experience 	<ul style="list-style-type: none"> • Understanding of basic business, leadership, and management principles.
<ul style="list-style-type: none"> • Computer Skills 	<ul style="list-style-type: none"> • Working knowledge of Microsoft Office applications as well as internet and email usage.
<ul style="list-style-type: none"> • Industry Experience 	<ul style="list-style-type: none"> • 10+ years within the industry, or similar field.
<ul style="list-style-type: none"> • Leadership/Management experience/capabilities 	<ul style="list-style-type: none"> • Has effectively led and managed people of different ages and backgrounds for a minimum of 5 years.
<ul style="list-style-type: none"> • Communication Skills 	<ul style="list-style-type: none"> • Strong written and verbal communication skills along with the ability to present to groups of people.
<ul style="list-style-type: none"> • Attitudes and Behavior 	<ul style="list-style-type: none"> • Adheres to the ActionCOACH culture.

Key Relationships:

Within Our Company:

GM, administrative assistants, other managers and their families, all company employees.

External to Our Company:

Customers, prospects, vendors, strategic partners, and local community leaders.

Authorization:

_____	_____	_____	____/____/____
<i>Name</i>	<i>Position Title</i>	<i>Signature</i>	<i>Date</i>
_____	_____	_____	____/____/____
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