

RENEWAL BY ANDERSEN



OPERATIONS MANAGER - RbA OF SOUTH FLORIDA

JOB SUMMARY:

Renewal by Andersen is seeking an Operations Manager for our South Florida location. This position is responsible for managing and driving the process of continuous improvement for the operations and service teams. The Operations Manager will manage the post-sale operations within the South Florida market to assure delivery of outstanding service and quality throughout all phases of the process. This leader will develop and implement processes within operations, inventory management and service to ensure continuous improvement for the "back of the house" processes and accuracy of order entry. The Operations Manager is responsible for supply chain functions within the branch including shipping, receiving and purchasing, as well as the utilization of corporate purchased programs and individual vendor partnerships when necessary to quality and cost containment. This leader will also manage the accounts receivable and payable functions to ensure payables are processed in a timely manner, manage subcontractor payments, proper close-out of jobs, and manual check requests. They'll also have teams responsible for Renewal's "concierge" service model, and field service teams.

RESPONSIBILITIES:

- Deliver agreed upon results in the areas of safety, quality, delivery, costs, and employee satisfaction/development.
- Define and communicate performance targets for safety, quality, delivery, costs and employee engagement/development with the team. Hold the team accountable to those targets.
- Develop, implement, and support plans to provide process improvement in key areas defined above. Improvement initiatives will be aligned with AMS/lean/CI principles and our strategic plan.
- Establish an environment conducive to high levels of engagement, morale, employee satisfaction, and performance based on the Andersen Enterprise Values and Vision.
- Ensure alignment of activities and resources within the function, and ensure cross-organization collaboration and employee involvement where appropriate
- Provide coaching, information, ideas, feedback and encouragement to employees and managers to promote the growth and development of the team.
- Be highly visible to employees, create a safe environment for participation and promote hands-on, high involvement approaches to problem solving.

- Establish visual management techniques to manage the value stream.
- Actively develop other supervisors/leaders
- Other duties as assigned by the Area Director.

QUALIFICATIONS:

- 4 year degree or equivalent, and 10+ years of business operations supervisory or leadership experience
- Demonstrated problem solving skills
- Demonstrated knowledge of establishing world-class Lean, Safety, and Quality processes and facilitating Kaizen events (ideal)
- Demonstrated leadership capabilities including the ability to work and motivate people
- Intermediate Microsoft Office skills
- Knowledge of aspects of transportation planning, commercial motor vehicle driver and equipment management.
- Strong communication skills – written, verbal, and presentation
- Ability to travel and willingness for possible future relocation

This job description is intended to convey the general nature and scope of the position and not to be construed as an exhaustive list of all responsibilities, duties and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Cultura Solutions is a strategic retained recruiting partner headquartered in Minneapolis, MN. Thank you for considering this opportunity with our premier client, Renewal by Andersen. If you have any questions about RbA, this particular opportunity, or Cultura Solutions, please reach out to Michael Tebon (Principal Delivery Manager) at 952-288-3854 or mtebon@cultura-solutions.com

