

## **OPERATIONS MANAGER**

### **Position Overview:**

As the Operations Manager at DAVWIRE, you will be responsible for overseeing the day-to-day operations of the company. Your role involves planning and optimizing production processes to enhance quality, productivity, and overall performance. You will be tasked with ensuring efficient company procedures and enforcing policies to maintain operational standards.

A key part of your role is balancing expenses with revenue, optimizing costs to safeguard the company's financial health while upholding high-quality standards that ensure customers feel valued.

In addition to overseeing company processes and policies, you will manage all resources, including materials, labour, capital, and IT infrastructure. Your leadership will extend across various departments, where you'll supervise and control all factors of production to maximize efficiency and output. At times, you will also play a role in human resource management to foster employee engagement and productivity.

You will report directly to the President and will be accountable for the company's Profit & Loss (P&L). This includes leading and coaching employees in the Production, Materials, Manufacturing Engineering, Engineering, Quality, IT, and Maintenance departments to meet the company's safety, quality, and production targets.

This role requires a hands-on leader who excels in collaboration and has a deep understanding of aerospace and defense manufacturing standards. You will work within our Quality Management System (QMS) to ensure cost-effective, timely, and high-quality services and products. Ensuring DAVWIRE's compliance with sector-specific requirements is critical to the success of this role.

### **Responsibilities and Accountabilities:**

#### **Production Management & Scheduling**

- Analyze production schedules to estimate work requirements and ensure job assignments are completed on time.
- Schedule employees and delegate work assignments to meet production needs, leveraging knowledge of production processes, machinery capabilities, and employee skill sets.
- Review and interpret work orders and technical data, ensuring specifications are communicated clearly and accurately to employees.
- Ensure continuous workflow by planning and organizing work to maintain smooth operations, minimizing downtime or delays.
- Anticipate and resolve potential production issues (e.g., material shortages, equipment malfunctions, rush orders) to minimize work hour losses and meet production and quality objectives.

#### **Quality Assurance & Compliance**

- Ensure production processes align with quality standards and AS9100 requirements, maintaining product quality throughout production.
- Support efforts to prevent defects by monitoring production processes, identifying areas for improvement, and ensuring proper documentation use by all production employees.
- Collaborate with Manufacturing Engineering and Quality Assurance teams to troubleshoot, test, and improve production methods and equipment performance.

## **Employee Supervision & Safety**

- Supervise production employees, ensuring adherence to safety protocols and maintaining a safe working environment.
- Actively monitor safety practices, correcting unsafe behaviors or conditions, retraining employees when necessary, and recommending disciplinary action when needed.
- Serve as the Management Representative on the Safety Committee, driving safety initiatives across the production floor.
- Counsel team leads on company policies and procedures, ensuring compliance within their departments.
- Address employee performance and scheduling issues, collaborating with employees on solutions as necessary.

## **Resource Management & Continuous Improvement**

- Maintain accurate inventory of tools and department supplies, ensuring availability for smooth production operations.
- Assist with the costing and estimating for fabrication and manufacturing of finished goods, contributing to budgeting and financial planning.
- Partner with Manufacturing Engineering to design and implement fixtures and jigs aimed at improving efficiency and productivity in production processes.

## **IT Systems & Infrastructure Management**

- Serve as the internal point of contact for communication with the company's external IT provider, ensuring that IT systems, hardware, and software meet the operational needs of the company.
- Collaborate with IT vendors to source and procure necessary hardware (H/W) and software (S/W) to ensure the company's systems are up-to-date, secure, and compliant with industry standards.
- Oversee the implementation and maintenance of IT systems to support operational needs, including production scheduling, inventory management, and employee time tracking systems.
- Ensure the availability and efficiency of all IT infrastructure, supporting the operational teams to minimize downtime and optimize production workflows.
- Manage and coordinate IT-related projects, including the installation and upgrades of hardware/software, ensuring minimal disruption to daily operations.
- Monitor and report on the company's adherence to NIST (National Institute of Standards and Technology) and CMMC (Cybersecurity Maturity Model Certification) compliance, working closely with external IT providers to ensure the organization meets all cybersecurity standards.
- Act as the liaison between the Operations team and external IT services for any troubleshooting, user support, and resolving system or network issues that impact operations.
- Implement and maintain appropriate cybersecurity measures in collaboration with the IT service provider, ensuring that company data and production systems are secure from external and internal threats.
- Ensure that IT policies are in place and adhered to across the organization, including employee data security and system usage protocols.
- Leverage ERP system capabilities to streamline operations, extract data, and produce reports that aid in decision-making, forecasting, and performance monitoring.
- Develop and maintain custom reports using ERP tools, assisting in monitoring production performance, inventory levels, staffing, and overall resource utilization to improve operational efficiency.
- Provide training and support to employees on how to use ERP systems for tracking production schedules, inventory, and other operational needs.

## **Administrative & Operational Support**

- Approve and manage production employees' work hours, resolving scheduling or payroll issues in coordination with HR.
- Maintain accurate records for production, safety, maintenance, and employee activities, generating reports as necessary (e.g., Health and Safety reports, production/maintenance reports, employee uniform requests).
- Approve vacation requests in alignment with company policy, ensuring proper staffing levels are maintained during absences.
- Provide hands-on support to production teams as needed, particularly during absences or peak demand periods.

## **Workplace Organization**

- Maintain high standards of cleanliness, organization, and safety in the production area, ensuring tools and equipment are properly stored and machinery operates safely and efficiently.
- Foster a culture of continuous improvement by implementing 5S principles (Sort, Set in Order, Shine, Standardize, Sustain) to optimize workspace organization, reduce waste, and enhance operational efficiency.
- Ensure the production area consistently meets safety, quality, and regulatory standards, supporting a productive, clutter-free environment that promotes both employee well-being and product excellence
- Lead daily stand-up meetings with the operations team to discuss critical updates on safety, quality, key performance indicators (KPIs), and any other issues affecting production, ensuring alignment and fostering open communication among staff.

## **Administration**

### **Employee Relations and Team Development**

- Oversee all aspects of employee relations, including hiring, work direction, mentoring, coaching, disciplining, and identifying training needs to foster a productive and engaged workforce.
- Manage and mentor employees by setting clear performance targets, establishing yearly goals, and conducting regular performance reviews in accordance with company policies.
- Ensure all employees are adequately trained, qualified, and licensed for their specific roles, ensuring competency across all job functions.

### **Compliance and Safety Management**

- Ensure site compliance with all applicable labor laws, human rights, safety, and environmental regulations.
- Address safety concerns and hazards raised by direct reports, working with the **EHS Committee** to resolve issues and maintain a safe working environment.
- Report any personal workplace injuries to your direct Manager immediately and complete accident reports for injuries reported by direct reports as per company policy.

### **Continuous Improvement and Leadership**

- Maintain a high level of performance by adhering to established policies and procedures, while actively participating in continuous improvement initiatives.

- Encourage and implement new ideas that contribute to operational efficiency and a positive workplace culture.
- Lead by example, maintaining a professional attitude and demonstrating respect in interactions with subordinates, co-workers, management, and both internal and external customers.

#### **Additional Responsibilities**

- Perform all other duties as assigned to support the effective management and smooth operation of the department and company.
- Maintain proactive communication with all relevant teams (internal and external) regarding IT system upgrades, security policies, and compliance status.

#### **Qualifications:**

Must meet the requirements of the Canadian Controlled Goods Security Assessment Application as per Section 15 of the Controlled Goods Regulations, SOR/2001-32.

- Master's or HBD Business Degree or equivalent.
- Electrical/Electronic Technologist Diploma or Engineering Degree (preferred).
- 7-10 years of experience working in a manufacturing environment specializing in electrical, mechanical, and mechatronic components, with extensive knowledge of tooling, measuring devices, and wire processing.
- 5 years of management experience with P&L responsibility in a production manufacturing setting.
- Experience in Materials Planning and Control and familiarity with inventory management best practices.
- Experience with CAD systems and fixture design is an asset.
- Strong understanding of safety regulations, ISO standards, and workplace safety protocols (e.g., OSHA, local EHS).
- Proven ability to plan, organize, and coordinate production effectively in a dynamic environment.
- Ability to quickly adapt to a changing work environment and manage competing priorities.
- Strong leadership skills with a track record of motivating and mentoring teams to achieve operational excellence.
- Champion of Continuous Improvement, with practical experience in Lean manufacturing, 5S, and Kaizen or other continuous improvement initiatives.
- Excellent problem-solving skills and the ability to make effective decisions in high-pressure situations.
- Strong financial acumen with experience in managing budgets, controlling costs, and analyzing financial reports.
- Experience managing or overseeing IT infrastructure, including hardware/software acquisition, IT compliance (e.g., NIST, CMMC), and systems integration.
- Working knowledge of ERP systems (e.g., SAP, Oracle, Microsoft Dynamics) with the ability to generate and analyze reports that support production scheduling, inventory management, and resource allocation.
- Proficient in using ERP reporting tools to generate actionable insights that improve operational decision-making and help optimize company performance.
- A basic understanding of cyber-security standards and the ability to collaborate with IT experts to implement security best practices across the company.