**Position Guide:** Operations Manager *(Official Title of the Job)*

**Position Description**  *(A concise summary of the main responsibilities)*

Manage the production operations of the company ensuring that the critical areas of personnel management, product quality, delivery, WHS and cost performance are delivered to a high standard. Hands-on involvement is a key requirement of this role

**Specific Duties & Responsibilities** *(a detailed listing, preferably in order of occurrence)*

* Review all new orders
* Develop Instruction notes/sketches/drawings to enable work to be carried out.
* Develop Material Listing & issue to Front Office for ordering.
* Plan work & issue to direct reports – Factory Manager & Customised Assembly Team.
* Undertake programming of CNC router. In the absence of Factory Manager, undertake routing work.
* Manage direct reports to ensure all work is completed to specifications, budgeted costs, promised delivery date & to WHSE/QA requirements.
* Undertake daily walk-through, complete Daily Operations Report & submit to MD
* Plan & manage all external installation work. This includes hands-on work and client liaison.
* Manage direct reports to ensure all necessary documentation is accurately & promptly completed.
* Manage direct reports to ensure that they fulfil their responsibilities.
* Chair weekly Production Meetings – all work to meet specifications, delivery & cost.
* Be involved in the Performance Review of all factory personnel.
* Initiate & manage continuous improvement throughout production.

**Other Duties & Responsibilities** *(other broad responsibilities common to most)*

* Comply with all Company Policy and Procedures.
* Ensure you work in safe manner and follow the company’s WHS&E policy and procedures.
* Prepared to accept other duties and responsibilities as reasonably directed by your manager.

**Required Qualifications, Skills & Experience** *(mostly mandatory)*

* Car + Licence
* Joinery trade qualification &/or technical proficiency through experience.
* Industry experience.
* Leadership & management skills & knowledge
* Good communication & presentation skills.
* Attention to detail, organised and structured.

**Acceptance**

I understand and accept the position as described

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(Signature)

Print: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**KPIs**

* Meeting Promised Delivery Date – % misses.
* Reduced Warranty/Rework Cost - $ or % Sales
* Meeting/Less Estimated Cost - % over Estimate
* WHSE & Other Policies related to Operations - % compliance.