

TORRID

Senior Operations Manager

Monday-Friday (8:00am-5:00pm)

Distribution Center/Warehousing - West Jefferson, Ohio

Description

The position of the Senior Operations Manager requires extensive knowledge and experience in Distribution Center strategic planning, innovation management, organizational structure, and leadership skills. This individual will demonstrate a senior level of business acumen, process improvement initiatives, problem solving, decision making, and priority setting in line with our direction and goals.

The Senior Operations Manager will create and provide leadership in a positive and open work environment. Through team building, collaboration, open dialogue, and communication this individual will provide and support exempt and non-exempt associate training, goal setting, feedback, and performance review assessment. This individual will build relationships based on integrity, trust, and mutual respect that support a diverse and inclusive work force that encourages job satisfaction, retention, and results.

WHAT YOU'LL DO:

- Appropriate level of business acumen to participate in annual budget preparations for the Distribution Center:
 - Manage areas to meet and/or exceed budget.
 - Proactively identify areas where budget may be at risk.
 - Provide solutions, problem solving and ideas to eliminate budget miss and improve budgetary results.
 - Participate in weekly, monthly, quarterly, and annual assessment of budget variance on direct and indirect hours used.
 - Maintain appropriate level of staffing based on upon budgeting requirements to maintain areas processing through-put.
- Use strategy and innovative ideas to maximize efficiency of facility and operations.
- Provide insight and improvement to results.
- Proven track record of progressive responsibility and contributing to team success.
- Make accurate assessments and effective decisions based on analysis, experience, and judgment.
- Support accuracy, throughput, customer service metrics as well as other KPI's identified.
- Maintain inventory control and support reduced inventory shrink initiatives.
- Cope with change and directional shifts.
- Make decisions and act without having all the information.
- Execute innovative and prompt decision-making to achieve improvements to operations through relevant market or customer insights and by listening to associates.

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- Partner with Distribution Services Director in striving to continuously improve overall operations, provide weekly written updates to work produced.
 - Effective allocation of resources to meet daily, weekly, and monthly objectives.
 - Collaborate, support, and communicate priorities within direct areas of responsibility and facility. Make changes as necessary to achieve objectives daily, weekly, monthly, quarterly.
 - Maintain clean areas and safe work habits.
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- Partner with Engineering team and associates to appropriately establish work methods and metrics to most efficiently measure and complete tasks.
 - Track performance against departmental and personal goals
 - Participate in establishing processing and performance goals of area and DC.
 - Provide development support to direct reports, exempt and non-exempt associates.
 - Provide feedback to performance and effective coaching to improve performance of direct reports and associates within areas of responsibility
 - Build and foster positive, collaborative, and open relationships within functional area, peer group, and other functional areas of HR, LP, IT, and Maintenance.
 - Approachable, accessible, and open communications with all associates.
 - Builds relationships based upon integrity, trust, and mutual respect.
 - Support a work environment that is fair and consistent.
 - Collaborative support on/with
 - Training programs and initiatives
 - Associate recognition, inclusiveness, and engagement
 - Associate performance review and assessment process
 - Safety goals and objectives, consistent with policies and training
 - Ensure effective communications—up, down and across the business.
 - Participate in and support all company provided training initiatives.

WHAT YOU'LL NEED:

- BA/BS degree in Supply Chain, Logistics, Transportation or demonstrated equivalent
- 15 + years of successful progressive management experience in distribution environment preferred
- Must be comfortable working in a distribution environment.
- Direct to consumer order fulfillment experience preferred
- Cost-benefit analysis experience
- Apparel, or retail merchandising industry experience and understanding
- Project management skills
- Staff development skills
- Excellent written and oral communication skills
- Analytical, Strategic, and tactical planning skills
- Customer focus
- Ability to motivate others
- Computer skills; proficiency in Microsoft Office applications
- Strong work ethic, critical thinker, and excellent attention to detail (quality of work)
- Positive and optimistic attitude
- Must be able to be flexible with schedule rotation based on business needs
- Partner with HR and Operation Leaders to identify opportunities within our building

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WHAT YOU'LL GET:

- A competitive benefits package including medical, dental, vision, 401K with company match, life insurance, short-term disability, paid time off and paid company holidays.
- Additional perks include quarterly bonus potential, associate discount 50%, tuition assistance program, childcare discount program, associate warehouse sale, etc.

PHYSICAL REQUIREMENTS: *(with or without reasonable accommodation)*

- Regularly required to sit, stand, bend and lift/move up to 10 pounds. May lift/move up to 30 pounds occasionally.