

CWD is a place for people that love to learn and grow. Our culture is challenging and collaborative. We give a deep sense of purpose to create amazing solutions that are truly different and empower our customers. Our goal is always to build strong, diverse teams of innovative people and give them the tools to succeed.

Join us and do more than you ever thought possible and learn from some of the best minds in the industry.

If you're ready for opportunity, introduce yourself.

Title: Chief Operating Officer

Location: Niagara Falls, ON

CWD is presently embarking on ambitious growth plans that will test its ability to adapt and scale. Ensuring that appropriate company systems, processes and operations are in place and aligned with those growth plans will be the responsibility of the Chief Operating Officer (COO).

Reporting to the Managing Director, the COO will be responsible for defining, integrating and maintaining all company operations, allowing the CEO to focus on strategic, customer and new product development issues. Responsible for day-to-day operations, the COO will work proactively to provide strong leadership while establishing policies and practices that meet the organization's overall requirements. The COO will then implement the plans with measurable results.

The COO will have a strong financial background along with operational experience including the selection and integration ERP, CRM, and if possible, e-commerce systems. This role will lead the Finance and Accounting, Human Resources, Logistics, Information Systems, Customer Support and the Facilities teams (may also include Marketing).

This is an outstanding opportunity that features:

- Strong industry and company growth
- Patent-pending highly innovative technology
- A proven organization and team
- Highly entrepreneurial culture
- An opportunity to make a real difference

The successful candidate will be responsible for:

Functional Tasks

- Plan and direct the operational priorities, goals, policies, practices and initiatives in accordance with the goals and strategic direction set by the CEO
- Recommend and participate in the development of corporate-wide policies that address corporate growth and strengthens organizational processes
- Lead and execute a strategy that drives excellence across the operational organizations, leveraging best-of-class processes, technology and team members to meet and exceed customer expectations as measured by output and efficiency
- Participate as an open, engaged and committed member of the Management Team in the formulation and execution of the corporate vision, strategy and business objectives

- Understand and apply efficient and cost-effective operations knowledge and practices to sustain a profitable day to day business operations that enable service delivery which meets or exceeds customer expectation.
- Ensure operational milestones are met on time, with high quality and that they meet the objectives established
- Create and sustain a viable organizational structure to make optimum use of human resources, technology and systems
- Build and facilitate the development of strong relationships and synergies with all areas of the company and with the company's technical partners and customers in order to achieve the corporate goals, objectives and revenue targets.
- Foster a culture of team spirit and innovation into the longer and short-term operations of the organization.
- Inspire and lead a talented group of customer-centric team members, helping them manage their careers and grow as professionals
- Instill a culture of empowerment
- Monitor, measure and report on the organizational results
- Recruit highly engaged, high achieving individuals to join the team as the company continues to grow
- Instill an intensely customer service mindset within the organization
- Instill or develop a passion for consumer electronics
- Spearhead the commercial agreements and sustainable relationships with potential customers.
- Recruit highly engaged, high achieving individuals to join the team as the company continues to grow
- Remain abreast of competitive offerings, pricing and distribution strategies. Make recommendations to ensure positioning of existing technologies is optimized.

Key COO Performance Deliverables

- Strategic metrics: Ensuring that product offerings and roadmap align with market requirements
- Financial metrics: attainment of costs and profitability targets through a strong focus on management, costs, processes and revenue growth.
- Team Metrics: Building overall effectiveness of the team along with morale

The successful candidate requires:

COO Competency Profile

Results Orientation

- Focuses strongly on achieving agreed upon outcomes and ensures that key objectives are met. Conveys a sense of urgency and drives issues to closure. Aims to improve upon past performance. Establishes aggressive personal targets and strives to achieve them.

Strategic Approach

- Develops a strategic plan to realize the vision. Revises strategy in light of changing circumstances. Takes a long-term view of organizational success. Works to clarify long term organizational goals. Able to stand back from immediate problems in order to focus on more far reaching ideas.

People Management

- Establishes and communicates clear priorities and sense of direction. Clarifies roles and responsibilities. Adapts management style to achieve optimum results.

Developing & Coaching Others

- Accurately assesses strengths and development needs of employees. Challenges others to improve their abilities and actively supports their development. Continually provides timely and constructive feedback, coaching and challenging learning opportunities. Adjusts coaching style based on each employee's ability and motivation level.

Planning & Objective Setting

- Systematic in approach to work. Produces action plans in which objectives are defined and steps for achieving them are clearly specified. Plans by breaking down large task into subtasks. Develops plans that anticipate obstacles. Is realistic about time-scales and builds in appropriate checkpoints, milestones and controls in order to ensure that desired results are realized.

Commercial Acumen

- Applies appropriate commercial and financial principles. Understands situations in terms of costs, profits, added-value and return on investment. Appreciates the commercial impact of own work on the organization's total expenses and revenues.

Customer/Client Orientation

- Strives to provide customers/clients with personalized and efficient service. Anticipates customers'/clients' needs. Quickly follows up on customer/client contacts and complaints. Monitors and acts on measures of customer/client satisfaction.

Team Skills

- Helps to create a sense of team spirit and harmonious relations through cooperation and support. Balances personal goals with those of the team. Fosters collaboration among team members.

Integrity & Sincerity

- Inspires trust and supports others through own authenticity and following up on commitments. Maintains high ethical standards both personally and professionally. Shows consistency among principles.

Preferred Experience / Education

- CPA designation (CPA, CA preferred)
- Bachelor's degree as well as an advanced degree (MBA) from a top school in the country of completion
- A minimum of 10 years of experience in relevant finance leadership or controller roles or COO and progressively responsible experience with at least 3 years at the executive management level
- Experience in consumer products (preferred)
- Proven operational management experience contributing to the success of a consumer related company with products sold direct to consumers via e-commerce (preferred)
- Demonstrable evidence of a track record distinguished by exceeding expectations
- Proven entrepreneurial/smaller company experience, with appropriate financial and business acumen acquired from scaling an organization with similar characteristics to achieve the next level of growth where you have been instrumental in the progress with
- Discipline and the knowledge to focus, prioritize and set in place procedures and processes

- Flexibility and the ability to adapt to a very fluid, rapidly changing environment
- High degree of honesty, respect, integrity and loyalty
- The ability to see beyond obstacles or setbacks and be energized by the challenges of achieving a goal
- Strong team building skills with the ability to effectively communicate and motivate
- Comfort in a relatively ambiguous environment
- A professional and mature disposition with the confidence and stature to challenge issues and positions in a respectful, tactful and non-confrontational manner

Remuneration & Benefits

- Highly competitive compensation package structured to the needs of the successful candidate

About Us

We exist to empower people. To do that, we create innovative consumer electronics that are smart, simple and stylish. From baby safety devices to home theatre systems we push ourselves to deliver ground-breaking products that improve lives. Our success is measured in customer satisfaction above profits and because of that we have been in business for almost 60 years and our creations can be found in most major retailers. Together in teams, as a company, as a community, we are committed to Creating What's Different.

CWD is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of the applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.