

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.

If you're ready for the opportunity to strive for excellence on a daily basis then you've got what it takes to succeed at CWD!

Director of Operations- Full time

- Location: Niagara Falls, ON
- Working Hours: Monday – Friday, 8:15 am-5:00 pm on site
- Benefits: Full comprehensive (dental, medical and eye) 80/20 split-Family coverage
- Other perks: annual professional development fund, RRSP, fitness incentives, relocation expense, 50% off on CWD brands, team events & many more
- Company website: www.cwdlimited.com

About Us

CWD designs, markets & sells highest performance consumer electronics that are smart, simple and stylish. From high fidelity turntables to wireless video connectivity systems, we create innovative products that empower people. Our success is measured in our customer satisfaction ratings and cult-like following. We have been in business since 1961 and our creations can be found in millions of homes. Together in teams, as a company, as a community, we are committed to Creating What's Different.

The successful candidate will be responsible for:

Leadership (30%)

People:

- **INSPIRING THE TEAM:** Empower the team towards achieving the corporate objectives, goals of the department, and their personal goals by sharing “the why” and the needs of the business
- **CONCEPTUALIZE IDEAS:** Brainstorm new and creative growth and optimization strategies with the team
- **COMMUNICATION:** Establish and communicate clear priorities and sense of direction. Adapt management style to achieve optimum results
- **AUDITING AND DELEGATING TASKS:** Review incoming projects and task and delegate them to the appropriate team to complete
- **TEAM SKILLS:** Train and develop a successful team by identifying any skills gaps within the team, recruiting new team members and providing cross training for all roles
- **RECRUITMENT:** Participate in the recruitment of high-performance staff
- **ESCALATIONS:** Resolve any escalated issues in a professional and timely manner

- **PERFORMANCE REVIEWS** - Develop individual performance goals, conduct monthly one on one feedback sessions and complete annual reviews to ensure alignment with corporate vision, mission and objectives

Process:

- **NEGOTIATIONS**: Negotiate pricing and services with existing and potential vendors
- **BUDGETS**: Develop and monitor annual budgets
- **EFFICIENCY**: Work with team to customize business processes and assist departments in increasing efficiency
- **COST MANAGEMENT**: Effectively manage department resources to reduce overall cost as a percent of company sales
- **QUALITY ASSURANCE**: Ensure quality throughout the department through implementation of QA procedures
- **CONTINUOUS IMPROVEMENT**: Regularly review of departmental procedures for optimization of resources

Corporate Project Management (25%)

- **BUSINESS ANALYSIS**: Develop and manage projects to achieve general efficiencies and corporate objectives
- **SUPERVISING AND SECURING RESULTS**: Oversee corporate projects from start to finish and complete a final review to ensure end results are in line with the needs of the business and key stakeholders
- **COMMUNICATION**: Ensure suitable communication/updates are being documented and provided to those involved both internally and externally
- **ESTABLISHING PRAGMATIC TIMELINES**: Maintain a realistic schedule of these projects and ensure updates on progress and status to stakeholders regularly

Information Systems – Development/Information Technology (25%)

- **DEVELOPMENT**: Advise programmers on business process workflows and review custom applications and development to ensure compatibility with business operations
- **PLATFORMS**: Work with team on development and customization initiatives of Ecommerce (Magento), CRM (Salesforce) and ERP (NetSuite) using various integration methods
- **PROGRAMMING PROCESS**: Oversee the entire programming process including planning, design, review, and ongoing support
- **NETWORK INFRASTRUCTURE**: Oversee the network infrastructure including networking equipment, telephony and servers
- **NETWORK SOFTWARE**: Oversee the implementation and maintenance of various network software such as email, chat, virtualization and office software

Logistics (10%)

- **INVENTORY DISTRIBUTION:** Overseas domestic inventory distribution and identify areas for improvements to lower cost or increase customer satisfaction
- **INVENTORY MANAGEMENT:** Oversee procurement of product from overseas vendors. Assist in forecasting to ensure inventory is at optimum levels
- **CUSTOMS COMPLIANCE:** Establish procedures that ensure customs compliance throughout the company
- **VENDOR MANAGEMENT:** Ensure third party warehouses, logistics services and contract manufacturers are meeting KPI's

Warehouse (5%)

- **FULFILLMENT:** Oversee the order processing and fulfillment of daily orders to ensure customer needs are being met or exceeded
- **RETURNS PROCESSING:** Ensure team KPIs for returns processing are being met or exceeded
- **WAREHOUSE INBOUND/OUTBOUND PRODUCTIVITY:** Ensure a steady inbound and outbound flow of inventory throughout the warehouse

Facilities (5%)

- **MAINTENANCE:** Ensure facilities are always clean, organized and stocked with supplies. Coordinate with third party vendors for repairs and maintenance and act on JHSC recommendations

The successful candidate requires:

Education and Experience

- 7+ years managing 3 or more supervisor level employees
- 10+ years in related field
- Undergraduate in business or related field
- Managed 3+ departments concurrently
- PMP, Six Sigma or CCBA designation an asset
- ERP experience required, NetSuite and Magento experience an asset
- Experience in an e-commerce environment preferred

Behavioral Requirements

- Assertive yet friendly enough to constructively share thoughts, issues and solution options with the Managing Director regarding the business, team member development and demonstrate objectivity
- Enjoys the challenge in problem solving and continuously looking for areas to improve efficiencies and grow the business
- Mentoring, coaching and supporting team members and encouraging others to give their best performance. To help drive a culture of challenging the status quo
- Keen ability to identify opportunities to streamline and document processes, creating efficiencies and cutting unnecessary costs
- Highly proficient in all Microsoft Office software (Excel in particular – Vlookups, Index/Match, Pivot tables, If Statements) and able to learn how to use systems quickly and effectively
- Maintain a high level of trust and safeguarding of confidential information
- Strong sense of project management, organization and risk mitigation
- Ability to work in a fast paced and constantly changing environment with strong organizational, communication and interpersonal skills
- Analytical and highly motivated, self starter

If the above interests you, then apply to join a fast paced, creative, and energetic team!