

Are you eager to learn both on and off the job? Do you thrive in a dynamic work atmosphere that strives for excellence on a daily basis? Are you motivated by innovative and forward-thinking ideas?

Then you've got what it takes to succeed at **CWD**.

Operations Manager

CWD is currently looking for an **Operations Manager** to join our fast paced and dynamic team. The successful candidate will oversee warehouse management, order fulfillment, inventory distribution, returns management and order processing.

Key Result Areas:

Operations (30%)

- Create and implement processes, policies, procedures and systems to improve logistics, order times, and reduce costs
- Manage order processing, inventory and warehouse management systems
- Manage and control the order fulfillment process
- Oversee all warehouse operations
- Analyze key performance indicators and make recommendations accordingly
- Negotiate pricing and services with existing and potential vendors
- Communicate with the wholesale and retail sales departments to ensure customer's shipping requirements are met
- Plan and manage inventory fulfillment from various warehouses
- Coordinating and controlling the order cycle and associated order processing systems
- Analyzing data to monitor performance and plan improvements
- Coordinating and executing cycle counts of inventory
- Covering for warehouse supervisor in case of absence or emergency

Leadership (30%)

- Ensure the Operations team has sufficient resources to manage the projected order volumes
- Resolve any escalated issues that arise within operations
- Ensure that each Operations team member is suitably trained
- Participate in the recruitment of suitable staff for the department
- Ensure Operations team members receive real time feedback and annual performance reviews
- Managing day to day administration of department employees
- Maintaining good and regular communication with the warehouse management team and warehouse staff

Project Management (25%)

- Develop and manage various projects to improve general efficiencies and departmental improvements
- Maintain a realistic schedule for Operations projects
- Ensure suitable communication/updates are being provided to those involved both internally and externally

Customer Experience (10%)

- Continually work to improve customer satisfaction as it related to fulfillment and customers return

Other (5%)

- Identify and react appropriately to events threatening the objectives
- Prepare and adhere to departmental budgets
- Effectively complete other duties as assigned

The successful candidate requires:

Education and Experience

- 3 DL and returns management an asset
- Post-secondary diploma/degree in Operations or a related field
- Minimum of 5 years related working
- Experience working in a fast-paced entrepreneurial company
- Demonstrated team player, who is motivated and energetic
- Ability to work effectively, both independently and in a team environment, in an atmosphere of multiple projects, shifting priorities and deadlines
- Knowledge and experience with Six sigma, Lean and other continuous improvement projects
- Extensive knowledge of Health & Safety policies and procedures
- Strong computer skills, including Word, Excel PowerPoint and business management software

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

Candidates who reside within a 45-minute commute of our office will be given preference.

Please note: This is a 40 hour a week position based at our headquarters in Niagara Falls, ON. This position does not provide an option to work remotely.

Vision

We believe all people should be empowered.

Mission

We create the highest performing consumer electronics that are smart, simple, and stylish.

Core Values

Development: We value continuous learning that leads to positive change.

Efficiency: We are committed to new processes and techniques that improve results and create value.

Innovation: We embrace creativity, discovery, and a desire to Create What's Different.

Accountability: We honour our commitments through ownership and display integrity when delivering results.

Excellence: We challenge ourselves to add value that goes beyond what is expected.

About Us

CWD designs, markets and sells consumer electronics that enhance our lives.

As a pioneer in the markets of do-it-yourself video security, baby video monitors and wireless connectivity, we have successfully applied the principles of innovation and superior technology to a dynamic range of product categories. We are committed toward consistently exceeding consumer expectations and changing the way people think about:

- * Baby Safety Devices
- * Do-it-yourself Video Security
- * Wireless Connectivity Products
- * Home Theater Audio
- * Retro Music Systems
- * Clock Radios
- * Karaoke Systems

From conception to launch, over 100 talented professionals work to ensure all of our products undergo the same intensive, completely in-house development and design process, resulting in the uncompromising quality and industry-leading performance that consumers trust.

The letters 'CWD' are shorthand for the empowering philosophy that drives every aspect of what we do – Create 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.