

CWD designs, markets & sells the highest performing 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 dedicated 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!

CWD is looking for a **Director of Information Systems & Operations** to join our exceptionally talented and collaborative team! Reporting to the Managing Director at our Niagara Falls location, the successful candidate will be responsible for overseeing the Information Systems, Logistics and Inventory, and Warehouse teams. Additionally, this role will be responsible for strategy and project planning in those areas, as well as corporate projects implementation.

If you are someone that likes a challenge and are continuously striving for excellence, then this is the perfect opportunity for you!

#### **What We Offer:**

- Full comprehensive benefits (dental, medical and eye) 80/20 split-family coverage
- Annual professional development fund
- RRSP Match
- Life Insurance
- Fitness incentives
- Team events
- 50% off on CWD brands
- Relocation expense

#### **Key Responsibilities:**

##### ***Leadership***

- Oversee and lead the Information Systems and Operations teams, providing mentorship and guidance as needed
- Empower the team towards achieving corporate objectives, departmental goals, and personal goals by sharing “the why” and the needs of the business
- Develop annual department objectives that align with individual team KPIs
- Establish and communicate clear priorities to the team to ensure timelines are being adhered to and project milestones are being met
- Review projects/tasks and delegate appropriately
- Train and develop a successful team by identifying any skill gaps within the department

- Develop individual performance goals, conduct monthly one-on-one feedback sessions, and complete annual performance reviews to ensure alignment with corporate objectives
- Support the team by helping to solve any roadblocks or challenges that may arise
- Work with the team to improve business processes through optimization and automation of software
- Oversee the development and planning of annual budgets
- Negotiate pricing and services with existing and potential vendors

### ***Corporate Project Management***

- Create detailed project plans, schedules, and work breakdown structures to effectively execute corporate projects
- Monitor and track project progress, performance, and milestones, identifying and resolving issues and risks in a timely manner
- Maintain strong working relationship with the internal and external project stake holders
- Work closely with cross functional teams to ensure fluid coordination of all project requirements
- Develop and maintain project management templates and process documentation and train various teams as needed

### ***Information Systems – Development/Information Technology***

- Oversee the development and customization initiatives of Ecommerce (Magento), CRM (Salesforce) and ERP (NetSuite) working closely with the Dev Team Lead
- Be involved in the strategic planning of network infrastructure including hardware and software as needed
- Recommend improvements, technology upgrades and integration changes to increase efficiency and help meet company goals

### ***Logistics & Warehouse***

- Oversee operational processes such as inventory distribution, inventory forecasting, and recommend strategies to make improvements by working closely with the Logistics Manager
- Oversee vendor relationship management for third party warehouses, logistics services and contract manufacturers, and ensure they are meeting KPI's
- Ensure team KPIs for returns processing are being met or exceeded
- Oversee large facility and warehouse related projects

### **Qualifications:**

- College diploma or university degree in Business, Information Systems or a related field
- 7+ years of leadership experience with 3 years of directly managing 3 or more supervisor level employees
- 5+ years handling large-scale cross functional projects
- Managed at least 2 different business units concurrently
- PMP, Six Sigma or CCBA designation an asset
- Experience handling ERP or CRM projects required
- Experience in an e-commerce environment preferred
- Excellent organization and time management skills
- Analytical and highly motivated self-starter
- Detail oriented problem solver
- Strong communication and interpersonal skills
- Ability to work in a fast-paced ever-changing environment

### ***You Will Stand Out If:***

- You have experience in a D2C environment
- You have experience using NetSuite
- You have experience with Magento

This is a full-time permanent role working 40 hours a week on-site. Our hours of operation are 8:15am to 5:00pm Monday to Friday.

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