

# Operations: Sr. Manager, Operations

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Responsible for all or a major portion of processing operations in a plant. Responsible for production operations, maintenance, plant engineering, safety, quality control, scheduling, accounting and personnel. Promotes good relations with community, government agencies, customers and union representatives. May conduct or participate in labor negotiations and administer wage, salary and bonus programs in accordance with corporate policies.

## **Management Role**

Generally accomplishes results through lower management levels.

## **Policy and Strategy**

Establishes operating policies and procedures that affect departments and subordinate sections and work area. Interprets company-wide policies and procedures. Develops budgets, schedules, and performance standards. Understands and supports departmental philosophies, policies, and procedures. Train and coach employees to influence desired execution of processes and disciplines.

## **Freedom to Act**

Assignments are objective oriented. Work is reviewed in terms of meeting the organization's objectives and timelines.

## **Impact**

Decisions have an extended impact on work processes and outcomes. Erroneous decisions result in critical delays and modifications to projects or operations; cause substantial expenditure of additional time, human resources and funds; and jeopardize future business activity.

## **Liaison**

Interacts frequently with internal and external management and senior-level customer representatives concerning projects, operational decisions, scheduling requirements and/or contractual clarifications. Leads briefings and technical meetings for internal and external representatives.

## **Operations Involvement/Direct Work Involvement**

Responsible for the Operations Data Management Systems function within the Operations COE. Works with process owners to eliminate non-value added tasks and paperwork resulting in improved efficiencies. Develops tools to improve the analysis of inventory and material availability. Works with and provide direction and guidance to all departments that are integrated with processes within Operations. Performs complex assignments to ensure that manufacturing systems processes are followed and disciplines are instilled to maintain data integrity in the system. Provides operations systems expertise and skills to the Operations team. Trains new employees in ERP functionality. Provides leadership that will continuously inspire and motivate team members to achieve the objectives of the Business Area. Proactive planning and management to insure that process objectives are met; implement corrective actions when required. Evaluate business systems capabilities to determine extent of data integration between OMS and operating systems. Drive optimization of current system(s) use to obtain efficiencies. Responsible for identification of future systems definition as the needs of the business changes. Increase efficiency and reduce cycle time through utilization of XLSS and continuous improvement process. Supports manufacturing ISO-9000, MMAS, Sarbanes-Oxley and other compliance and audit preparation. Prepares monthly Operations directorate metric charts and other performance measurement data. Develops/designs and runs custom software reports for Procurement, OPC and Manufacturing. Keeps general management informed of critical issues. Able to take action in solving problems while exhibiting judgment and a realistic understanding of issues; able to use reason, even when dealing with emotional topics. Able to clearly present information and influence others through oral presentation in positive or negative circumstances; listen well. Able to start and persist with specific courses of action while exhibiting high motivation and a sense of urgency; willing to commit to long hours of work and make personal sacrifice in order to reach goals.

**Minimum Education and Experience**

8-10 years in a complex manufacturing environment working with integrated manufacturing systems. Familiar with Operations (OPC, Manufacturing, and Product Assurance) functions and processes. Solid working knowledge of manufacturing systems and fundamental knowledge of Operations processes. Knowledge of Lean Manufacturing concepts. Familiar with MMAS and ISO standards pertinent to areas of responsibility. Must be proficient in use of Microsoft Office PC software tools. Minimum 3-4 years of systems analysis and programming experience. BS/BA in a Business Administration, Computer Science, or Engineering discipline or equivalent experience.