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## Director of Operations

### Montreal, Qc

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#### Overview

The Director of Operations is responsible for the strategic direction and leadership of the manufacturing aspect of the organization. Must efficiently manage the development and directions of the operational team to drive growth, productivity and promote high quality customer satisfaction while building relationships and ensuring the integration of strategic plans with company operations. Reports directly to the plant Vice-President General Manager.

#### What You Will Do

- Establishes the overall vision and direction for the implementation of the internal operations.
- Promote and develop a culture of Continuous Improvement (Lean)
- Contribute to customer satisfaction through impeccable quality and on-time delivery
- Ensure a safe & healthy work environment
- Improve processes and procedures to improve corporate performance
- Monitor departmental performance against goals to ensure that progress is being made, and that corrective action is taken if necessary
- Responsible for appropriate staff levels to meet requirements of the department
- Responsible for performance management
- Enhance and develop policies, procedures and service systems to meet the goals of the organization
- Monitor financial performance to ensure the department is meeting or exceeding budgetary commitment
- Analyzes and reports on key performance indicators and industry trends
- Develop and implement strategies around improving the financial performance of the department
- Handle Customer enquiries and complaints which are escalated from the departments
- Examines reports (e.g., inventory, sales and daily reports) to determine the operational activities of the company and ensure optimum performance
- Ensure that all reporting employees adhere to company policies and procedures
- Performs other duties as required

#### Skills & Qualifications

- Degree in Engineering or Post-Secondary diploma in a technical field
- 10 or more years previous management experience preferably in a manufacturing environment
- Solid background in Continuous Improvement/Lean
- Proven leadership skills, with a strong focus on operations and business processes.
- Able to identify key issues; creatively and strategically overcome internal challenges or obstacles.
- High level of integrity, confidentiality, and accountability.
- Sound analytical thinking, planning, prioritization, and execution skills.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Bilingual (French & English)

#### Why Join?

**The organization.** A major player in the aerospace industry.

**The role.** A development opportunity within a fast growing company.

**The people.** A team of passionate professionals.



T: (514) 315-8660  
Toll free: (866) 563-9675  
[www.radarhh.com](http://www.radarhh.com)

### Your Next Steps

Email your resume in **word format** to [ajulien@radarhh.com](mailto:ajulien@radarhh.com). Please quote **project #106873** in the subject line. radar promotes the highest standards of integrity and principles of quality, diversity, equity, and ethical practice. We thank all those who submit their résumés. Only those selected for further consideration will be contacted.