



KNOW HOW. CAN DO. New South Construction Supply, LLC

Job Title:	Operations Manager	Location:	As posted
Department/Group:	Operations	Travel Required:	None
Level/Salary Range:	Based on Experience	Position Type:	Full Time
Will Train Applicant(s)	Product Training	Date Posted:	

Applications Accepted By: Equal Opportunity Employer

On-line

Job Description

EXPERIENCE REQUIRED:

1. At least three years of operations/sales experience in related field
2. Proven customer service skills in a fast-paced environment
3. Knowledge of computer systems and MS Office
4. Proven ability to manage and multi-task

JOB SUMMARY:

The Operations Manager plans, directs and leads all business operations of the Branch. Accountable for sustaining consistent branch profitability, this critical role ensures that all operations are being conducted in the most efficient, effective, and profitable manner. He/She analyzes and manages the processes employed in all aspects of the business, solves problems as they arise, and continually investigates how to drive productivity improvements. Successful Operations Managers will implement process changes, with approval, effectively train the team and share best practices with other Operations Managers. involved.

PRINCIPAL RESPONSIBILITIES:

1. Achieve sales, gross profit and EBITDA goals through the recruitment, development, training, coaching, evaluation and management of the Branch team;
2. Achieve upper quartile EBITDA performance by managing these key metrics – Gross Profit %, Net Salaries Ratio, Operating Expense % of sales, Gross Profit per Employee, and EBITDA per Employee;
3. Supervise, schedule and train staff to ensure efficient, effective, and profitable execution of all Branch job functions;
4. Lead the recruitment, development, training, coaching, evaluation, and management of the Branch team;
5. Review daily sales and inventory reports and address issues immediately. Evaluate inventory management reports regularly to ensure an accurate count and efficient annual Physical Inventory, when required;
6. Resolve all customer, vendor, and carrier complaints and disputes immediately;
7. Analyze sales and inventory performance reports and implement appropriate strategies to increase profit dollars, improve operating efficiencies, manage assets, and increase EBITDA;
8. Ensure the Branch exceeds the service expectations demanded by each our customer base;
9. Maintain and insist upon a safe working environment in compliance with the company’s Safety Standards, OSHA and any other applicable regulations;
10. Safeguard and maintain all Branch assets – buildings, fleet, equipment, inventory and receivables;



11. Perform other reasonably related duties as assigned by immediate supervisor and other management as required.

Qualifications and Education Requirements

Must be at least 21 years of age. High School diploma or general educational development (GED) required.

Language Skills:

Ability to read and comprehend instructions. Ability to communicate effectively to management, associates and customers.

Mathematical Skills:

Ability to add, subtract, multiply and divide and do simple fractions and decimals.

Reasoning Ability:

Ability to use common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Computer Skills:

Basic computer skills (Microsoft office suite) required. Experience using the Prophet 21 ERP system preferred. Prior forklift and truck mounted forklift experience preferred.

Other Responsibilities:

The company reserves the right to modify, interpret, or apply this job description to address the company's current needs and desires. Job cross training may also apply. This job description in no way implies that these are the only duties for this position. The employment relationship is not an employment contract, implied or otherwise. This employment relationship remains "At Will".

Safety and Security:

Observes all safety and security policies and procedures. Determines appropriate action on the job and looks after the well-being of other associates. Reports potentially unsafe conditions. Uses equipment and materials properly. Uses appropriate personal protective equipment.

Preferred Skills

Prior construction industry experience

Knowledge of concrete, masonry, and waterproofing products



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Prior customer interaction experience

Physical Demands:

Ability to work indoors and outdoors affected by daily weather conditions such as: heat, cold, rain, etc.

Ability to safely lift and manage an 80 lb. bag product.

Additional Notes

New South Construction Supply, LLC is a drug free work environment. Pre-employment drug screen required. Random Substance screening post-hire.