



**Position Description:** Operations Manager

**Reports to:** Managing Partner

**Effective Date:** August 8, 2022

**Company Background:**

Mitchell's Soup Company is a family-owned, handcrafted and small-batch artisan soup company specializing in making delicious recipes that don't just nourish the body, but the mind and soul too. We take pride in carefully hand-producing products to deliver artisan quality meals that transcend the taste buds and represent a way of making something that is memorable as a shared mealtime experience.

We believe that our artisan team is an intrinsic part of creating our highly distinctive specialty foods. It is the care, attention to detail, skill, passion and pride of workmanship that makes our products a work of art and creates something unique; a difference that our customers can feel and taste when they enjoy our products.

**Primary Job Objective:**

The Operations Manager is our culture ambassador, responsible for shaping an environment where our Artisans can be their best - productive, engaged and part of a strong community whose values are reflected in the quality and attention to detail our customers have come to expect from Mitchell's Soup products. This role will set standards of excellence and measure success through the development, retention and well-being of the Artisans and achievement of our key performance indicators (KPI's). The Operations Manager will be responsible for leading the operations and production in alignment with the quarterly and annual goals and objectives. Effective people management, production, inventory and quality controls will provide the foundation and infrastructure to match the company's continued success and growth.

**Accountabilities:**

- Ensure the recruitment of the highest caliber Artisan employees through a consistent and thorough hiring process to meet the immediate business needs and in anticipation of future requirements.
- Create a development culture that ensures an effective onboarding and probationary process is in place.
- Provide opportunities for employee, team and organizational success, measured through a consistent coaching and evaluation process, direct and effective communication, and a focus on nurturing healthy relationships and building a strong culture of community.
- Enhance and execute solid HR best practices and develop systems to provide cross-functional and leadership training, support employee growth and development and ensure a strong succession planning process.
- Support the synergy and efficiency of supporting departments (Marketing, Sales, Customer Service, Finance, Purchasing, Compliance and Food Safety) through consistent and collaborative communication between all business functions.

- Organize and manage operations to meet all standards and KPI metrics by gaining, demonstrating (hands-on as required) a thorough understanding of manufacturing procedures, warehouse and receiving processes and through on-going collaboration with the Artisans to thoughtfully gain efficiencies and manage these operations.
- Ensure adherence to all quality controls and food safety plans to meet CCP/QCP requirements. Drive a continuous improvement culture by identifying and implementing new policies and processes to minimize risk, meet increased production demands and achieve the highest quality standards in the assembly of our products.
- Effectively support excellent customer service (wholesale/ecommerce) with the timely and accurate fulfillment and shipment of orders and quick response to customer concerns or complaints.
- Support the forecasting of production and materials requirements to achieve budgeted targets for expense control to achieve sustainable sales growth and continued company profitability.
- Analyze all processes to successfully manage costs and minimize risk through efficient operational management.
- Ensure the highest standard of health and safety and security for the employees, products and production facilities through adherence and commitment to the regulatory standards and process requirements.
- Oversee the effective cleanliness and maintenance of all equipment and machinery through daily, weekly and monthly checklists/audits as well as staff training and adherence to best practices, safety standards and operations policies.
- Update job knowledge by remaining aware of new operational and leadership processes, HR best practices, government regulations; participating in educational opportunities; reading professional publications and maintaining strong community relations.
- Collaborate with management on new product development and operational innovations.

#### **Qualifications:**

- Bachelor's degree in Business Management, Hospitality, Operations or related field, and a combination of education and experience may be considered
- A minimum of 5+ years of recent and related experience in hospitality/retail or production/manufacturing environments (preferably in the food industry)
- 3+ years of experience supervising a team with a collaborative, team-oriented leadership style
- Demonstrated coaching and mentoring skills
- Ability to communicate with honesty, candor and respect
- Excellent critical thinking, analytical and problem-solving skills
- Solid understanding of mechanical equipment and technical processes an asset
- Interest and knowledge of Artisan craftsmanship
- Entrepreneurial spirit and ability to think like an owner

#### **Disclaimer Clause**

The above statements are intended to describe the general nature and level of the work being performed by the employee assigned to this position. There are no exhaustive lists of all duties and responsibilities, knowledge, skills, abilities, physical job demands and working conditions associated with this position.