



WE DELIVER FULFILLMENT

Go Direct is a Third-Party Logistics (3PL) company with locations in Mississauga ON, Calgary AB, and Columbus Ohio. We're a fast-growing, team- focussed company that's seeking new talent to join us on our exciting journey.

We are committed to exceeding our customer expectations by identifying and developing opportunities that enhance our customer's supply chain strategies. Through experienced leadership, creative innovation, and state-of-the-art technology, we are committed to continuous operational improvement. Our business philosophy is based entirely on delivering the highest standards of quality service in the most efficient manner possible. We believe every order, every client, every customer, and every employee of Go Direct deserves fulfillment.

We are dedicated to helping our clients succeed. So, if you're dedicated to your craft and thrive in a dynamic environment, apply to join our Go Direct team.

ROLE: Director of Operations

Position Overview

The Director of Operations reports directly to the Vice President of Operations and is a high energy Leader with the ability to direct a workforce in the fulfillment of orders for multiple clients. This includes managing inbound inventory, maintaining inventory, kitting operations, pick/ pack operations for outbound shipments. Go Direct services multiple clients that have various levels of inbound and outbound work depending on volume swings, requiring this position to have a strong understanding of labor management and forecasting.

What You Will Be Doing

- Lead and direct the Fulfillment Operations Group in the achievement of key goals in the area of order processing and delivery, quality assurance management, inventory management, purchasing management, cost management, process layouts, process improvements and employee training and development
- Manage Operational P&L and identify opportunity
- Work with the Vice President of Operations to influence corporate strategic plans
- Work with functional leaders within the company to ensure compliance to company policy and procedures
- Ensure facilities are in compliance with Federal/ State/ local ordinances, laws, and regulations
- Ensure safety is always a strong part of the culture and environment within the facility
- Achieve annual, monthly, and daily goals for various productivity and quality levels
- Lead the Fulfillment group to operate in a cost effective and competitive manner while driving continuous improvement
- Manage, train, and develop the facility managers and supervisors in hiring, training, planning, assigning, and directing work, appraising performance, rewarding, and disciplining associates, addressing complaints, and resolving problems or removing obstacles

About You

- Must possess high motivation, enthusiasm, and dedication to deliver results within strict timeframes
- 3PL experience required
- Ability to be flexible, as our fulfillment facilities may operate 7/24 depending on client requirements
- Manage cross-functional teams to identify, prioritize, plan, and implement process improvement opportunities
- Ability to train, mentor, and coach associates, supervisors and managers on appropriate productivity processes and procedures
- Ability to incorporate safety and ergonomic thought, while designing process and workflow.

- Ability to define problems through gathering data, establishing facts, and drawing valid conclusions to adjust the facility that operates in a constant flux
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form to meet the expectations of servicing our various clients in as cost-effective manner as possible
- High level of communication skills, both verbal and written.
- Ability to maximize use of time, outstanding organizational skills
- Maintain confidentiality of Go Direct, the clients and prospective clients, proprietary information, and intellectual property
- Advanced skills with Excel, Word, and Power Point skills required to perform day to day analytics that help measure and guide day to day activities and long-term strategies
- Must possess financial acumen to address return on investment and modeling activities for new business pursuit
- Bachelor's degree from a four-year college or university; five to ten years of managerial experience spanning inbound/outbound, inventory, quality management, warehousing, and distribution; or equivalent combination of education and experience
- Strong leadership and motivational skills, technical/business orientation and analytical skills should be a part of past experience
- Ability to operate calmly under stress while driving continuous improvement

What We Offer

- A culture that is both rich and diverse, focused on onboarding great talent
- A collaborative environment built on a foundation of Teamwork
- A coach committed to supporting the achievement of your personal career goals
- Health Care Benefits & Rewards Programs
- Competitive Compensation Program
- A culture that promotes a healthy, fulfilling work/life balance while offering long-term career opportunities

Equal Opportunity Employer

Go Direct is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

COVID-19 Precautions and Considerations

- In line with Health recommendations and risk assessments
- Remote interview process available
- In-person interview process available
- Personal protective equipment provided or required
- Social distancing guidelines in place
- Virtual meetings
- Sanitizing, disinfecting, or cleaning procedures in place

To apply to this job, please submit your resume and a cover letter to **Careers@godirectsolutions.com**

Please ensure the job title you are applying for is in the subject line.

Thank you for your interest in working with us at Go Direct. If your application meets the criteria we will be in touch.