



## 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- focused 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. From our front-line team members on our service desk to our innovative engineering team, we are constantly working to support our customers' growth. We're always looking for great people, so if you're dedicated to your craft and thrive in a dynamic environment, join our Go Direct team.

---

### ROLE: Operations Manager

#### Position Overview

As Operations Manager you will be responsible for providing customer service excellence for clients, via the execution of work processes across the distribution center, designed to support efficient, safe, and high-quality workmanship.

#### What You Will Be Doing

- Oversee all aspects of the fulfillment process.
- Lead / participate in execution of customer program and ongoing negotiations.
- Ensure proactive approach to relationship management.
- Participate in new business implementation project management.
- Review forecasts monthly reflective of the current and future state of the business, take action to improve negative trends and report deviations to plan.
- Full accountability for the performance of direct reports.
- Set SMART goals and projects to achieve individual, distribution center, and divisional results.

- Support employee engagement/retention initiatives, succession planning, and internal promotions within the DC.
- Collaborate with Senior Management to ensure efficient, standardized and 'best in class' logistics operations.
- Promote a culture of safety to ensure all reasonable precautions are taken for the protection of workers.
- Plan long range labor requirements based on sales forecasts and input from direct reports.
- Develop space utilization plans to meet prescribed cost and services standards.
- Together with the Quality Manager, drive QA process implementation and compliance.
- Other duties as assigned in support of the development and execution of the company's strategy.

### About You

- 7+ years' experience in Contract Logistics / 3PL / Distribution Centre / Warehouse environment
- 7+ years' experience in warehouse leadership and warehouse inventory in a complex 3PL environment
- Experience in Pharma / Healthcare environment would be an asset.
- Experience in a GMP environment
- Manage and execute a broad range of warehouse functions (shipping, receiving, picking, packing, returns, etc.)
- Strong knowledge of occupational health and safety and employment standards legislation, and of common workplace hazards and associated controls
- Knowledge of technical processes related to standard warehouse equipment and applications such as racking, WMS systems and MHE
- Knowledge of various production and quality systems (ISO, WMS and TMS, etc.)
- Advanced MS Excel skills
- Diploma/Degree in Supply Chain Management, Transportation, Logistics, Customs, or a related field preferred
- Proven proficiency in an automated warehouse environment
- Experience in a medical device or GMP distribution center is considered an asset
- Prepare and interpret operational financial reports
- In-depth understanding of company operations, sales environment, and cost structures
- Strong customer orientation and problem-solving skills
- Knowledge or certifications in Lean Six Sigma processes would be an asset

### 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