Wolseley Industrial Canada Inc.

**National Operations Manager July 2014 – Current**

Roles and Responsibilities:

Oversee branch and facility operations across Canada

**Facility Management**

* Review of leases
* Warehouse equipment and vehicle purchases
* Capital Expenditures
* Asset changes
* Branch openings and relocations
* Maintenance and repairs

**Branch Operations**

* Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems; complete audits; identify trends.
* Work closely with GM and management team to set and/or implement policies, procedures, and systems and to follow through with implementation.
* Work closely with the finance department to ensure branches are operating within their yearly budgets.
* Ensure compliance and audit policies and procedures including OH&S, internal safety policies, SOP, and corporate directives.
* Develop operations systems by determining product handling and storage requirements; develop, implement, enforce, and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping.
* Review branches P&L reports and follow up on any queries.
* Planning and execution of physical inventory analyze inventory reports and research discrepancies.
* Work closely the accounts receivable and payable departments to assist with any branch issues regarding customer payments or invoices from vendors.
* Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective action
* Meet or exceed labor budget expectations.
* Responsible for all managers and supervisors with review/approval responsibilities.
* Analyze process workflow, employee and space requirements and equipment layout; implement changes.
* Selection and recruiting of staff
* Perform performance evaluations, provide recognition, deliver corrective actions

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**Regional Operations Manager - February 2011 – July 2014**

* Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems; complete audits; identify trends.
* Work closely with National Operations manager to implement policies, procedures, and systems and to follow through with implementation.
* Work closely with the finance department to ensure branches are operating within their yearly budgets.
* Ensure compliance and audit policies and procedures including OH&S, internal safety policies, SOP, and corporate directives.
* Develop operations systems by determining product handling and storage requirements; develop, implement, enforce, and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping.
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* Responsible for all managers and supervisors with review/approval responsibilities.
* Analyze process workflow, employee and space requirements and equipment layout; implement changes.
* Selection and recruiting of staff

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**Inside Sales – November 2008 - February 2011**

Job description:

* Responsible for completing the order process which includes offering pricing terms according to established margins; sourcing of additional products; and generating sales orders.
* Accurately enter quotations and orders into the system.
* Ensuring customers are provided with accurate pricing, inventory, and delivery information.
* Required to make sales calls to new and existing customers to maintain relationships and to cultivate additional business.
* Preparing quotations and process orders on behalf of outside sales staff.
* Responding to customers’ requests and inquiries in a timely manner.
* Achieving sales targets and objectives as set by manager.
* Understanding customer needs and promote and up sell products.
* Adheres to company safety policies and regulations.

Wolseley Industrial Canada Inc.

**Warehouse Manager – October 2004 – November 2008**

Job description:

* Maintains receiving, warehousing, and distribution operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
* Complies with federal, state, and local warehousing, material handling, and shipping requirements by studying existing and new legislation; enforcing adherence to requirements; advising management on needed actions.
* Safeguards warehouse operations and contents by establishing and monitoring security procedures and protocols.
* Controls inventory levels by conducting physical counts; reconciling with data storage system.
* Maintains physical condition of warehouse by planning and implementing new design layouts; inspecting equipment; issuing work orders for repair and requisitions for replacement.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Completes warehouse operational requirements by scheduling and assigning employees, following up on work results.
* Maintains warehouse staff by recruiting, selecting, orienting, and training employees.
* Maintains warehouse staff job results by coaching, counseling, and disciplining employees, planning, monitoring, and appraising job results.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.