

Operations Manager **Saskatoon, SK**

We are looking for an Operations Manager to develop, implement, and continuously improve the company's safety and quality management systems. Reporting to the General Manager, the Operations Manager develops, leads, and supports a culture of safety, quality, and continuous improvement throughout the organization. The Operations Manager applies lean methodology to improve safety, quality, delivery, and cost management through identification, analysis, and resolution of operational issues.

Key Accountabilities:

- Plan, organize, direct, control, and evaluate the company's safety management and quality management systems including policies, standards, work instructions, and procedures
- Ensure safety management and quality management systems are aligned with industry standards, the relevant accreditation body's standards, and business requirements
- Develop and implement key performance indicators (KPIs) and key activity indicators (KAIs) for safety, quality, and cost management
- Implement safety and quality management initiatives including employee training, following up on corrective action, and managing customer requests for safety and quality documentation
- Review, monitor, and assess performance outputs and compliance to meet required levels of service, quality, and safety
- Develop, implement, and manage internal safety and quality audit programs to ensure compliance with established policies and procedures
- Develop and recommend business strategies to provide the most cost-efficient and on-time delivery of services while maintaining a high level of quality
- Review tender and RFQ documents from customers, prepare quotes and estimates, provide contract administration, and ensure compliance with regulatory, site, and provincial safety regulations
- Prepare regular and comprehensive progress, financial status, departmental operation, and safety and quality audit reports
- Compile inspection and engineering policy, procedure, and quality manuals
- Plan, direct, and administer the collection and analysis of data related to the performance and capacity of Engineering and Inspection department
- Investigate, evaluate, and recommend acceptance of new or alternative technologies

Required Qualifications:

Education

- Bachelor's degree in industrial systems engineering, operations management, or business management

Experience

- 4 to 6 years of supervisory or operations management experience with responsibility or exposure to safety and quality management systems, and lean methodology and practice

Knowledge/Skills/Abilities

- Comprehensive knowledge of principles, policies, standards, accreditation requirements, and practices of safety and quality management systems
- In-depth knowledge of quality assurance and quality control practices including ISO

- Considerable knowledge of provincial and industry occupational health and safety regulations, legislation, and engineering standards
- Ability to establish and maintain effective working relationships with regulatory bodies, employees across the organization, and customers
- High level of proficiency in the use of computers and Microsoft Office software
- Valid Saskatchewan Class 5 driver's license

Competencies:

- Planning and organizing: Establishing courses of action to ensure that work is completed effectively
- Problem solving: Defining, analyzing, and diagnosing key components of a problem to formulate a solution using Lean methodology
- Creativity and innovation: Creating new approaches, designs, processes, technologies, and/or systems to achieve the desired result
- Customer focus: Anticipating, meeting, and/or exceeding customer needs, wants, and expectations
- Personal accountability: Being answerable for personal actions
- Interpersonal skills: Effectively communicating, building rapport, and relating well to all kinds of people
- Teamwork: Cooperating with others to meet objectives

About Us:

Kova Engineering Saskatchewan is a diverse and unique engineering and consulting company with over 25 years in the crane and lift equipment industry. We improve customer safety by providing outstanding engineering and inspection services. The key to our success is our employees who are hardworking, professional, and value the safety of their co-workers and our customers. For more information about us, please visit www.kova.ca.

Our values:

- Safety: we are committed to a diverse and inclusive culture to ensure the safety of our employees and customers
- Integrity: we are uncompromising in our honesty and integrity in everything we do
- Collaboration: we meet and exceed customer expectations through teamwork and collaboration
- Excellence: we achieve excellence by continuously improving all aspects of our business

We offer:

- A competitive wage
- Health and dental benefits
- Life, critical illness, and disability insurance
- Group retirement plan
- Employee assistance program
- Paid professional development