

We are looking for an experienced and driven **Director of Operations** to join our growing team! Reporting to the VP of Operations, the Director will oversee all daily operations (*Production, Inventory Control and Supply Chain*) and work closely with cross-functional teams ensuring that the organization is managed and performing efficiently and effectively to get product out the door. This individual is required to develop processes that will maximize safety, quality, customer service and productivity.

Responsibilities:

Process

- Participate in the development of strategic and operational plans and follow through on execution to enhance profitability, productivity, quality, safety, and efficiency
- Support in developing infrastructure to support future growth and scalability
- Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective actions
- Develop operations systems by determining product handling and storage requirements; develop, implement, enforce, and evaluate policies and procedures
- Analyze process workflow, employee and space requirements and equipment layout; implement changes
- Translate the commercial forecast into feasible operational plans considering key pieces like materials, plant space, labour, SOPs, quality control, and logistics.
- Evaluate and proactively propose new solutions to drive product quality excellence and efficiencies throughout the entire value chain.
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; improve production, productivity, quality, and customer-service standards; resolve problems; complete audits; identify trends.
- In collaboration with QA, Marketing, and Operations improve inventory, procurement, and customer service strategies to support the commercial needs of the organization.
- Assist in establishing internal and external processes and key performance indicators for the business and for their measurement and effectiveness
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures, and complying with legal regulations
- Track vendor pricing, rebates, and service levels
- Review and approve all operational invoices and ensure they are submitted for payment
- Work closely with management team to set and/or implement policies, procedures, and systems and to follow through with implementation.
- Communicate all operating policies and/or issues at department meetings

People:

- Participates in the hiring and training of departmental managers.
- Organizes and oversees the work and schedules of departmental managers.
- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with company policy.
- Manage staff levels, wages, hours, contract labour to revenues
- Manage relationships with key operations vendors
- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site.
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints

Qualifications:

- Minimum Bachelor's Degree in engineering, business, or related discipline required
- Extensive and diversified background with a minimum of 10 years' experience, preference in highly regulated industry (GMP, food or pharmaceutical)
- Proven experience overseeing Production, Inventory Control and Supply Chain
- Experience with Continuous Improvement methodologies (Six Sigma, Lean expertise preferred)
- Experience in process improvement and waste elimination
- Experience in cannabis production considered an asset
- Superior verbal and written communication and interpersonal skills.
- Superior managerial and diplomacy skills.
- Extremely proficient in Microsoft Office Suite, ERPs and related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical, decision-making, and problem-solving skills.

Note: The chosen applicant will be required to successfully complete criminal and reference checks.

TerrAscend thanks all candidates for their interest; however, only those selected to continue in the process will be contacted.

TerrAscend is a supporter of AODA (Accessibility for Ontarians with Disabilities Act). Accommodation will be provided to all applicants with disabilities during the recruitment process.

TerrAscend is committed to creating a diverse environment and is proud to be an equal opportunity employer.

Please submit your application to recruitment@terrascend.com. Indicate your desired job position in the subject line.