



## *JOB DESCRIPTION*

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**POSITION:** Operations Manager  
**DEPARTMENT:** Operations  
**REPORTS TO:** Chief Operating Officer  
**CLASSIFICATION:** Exempt  
**APPROVED BY:** Chief Operating Officer  
**APPROVED DATE:** 06/12/2017

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### **Summary**

Plan, direct and coordinate the operations of Brady Industries to obtain optimum use of equipment, facilities, and personnel by performing the following duties personally or through associates.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Formulates and recommends operational policies and objectives for the company.
- Directs investigations into causes of customer complaints and responds accordingly. Follows up on ALL customer requests and inquiries to ensure appropriate response is made and customer is satisfied.
- Continuously investigates and introduces process improvement measures and presents suggestions to President for consideration.
- Reviews and analyses weekly and period reports, compares them to budget. Works with General Manager, to take corrective actions to achieve results.
- Preparation and maintenance of such reports as are necessary to carry out functions of department. Prepares periodic reports to top management, as necessary or requested.
- Judging the qualities of things, services or people.
- Making decisions and solving problems.
- Resolving conflicts and negotiating with others.
- Organizing, planning and prioritizing work.
- Provide customer service.
- Other duties may be assigned to meet Company goals.

### **Competencies**

- Leadership
- Problem Solving/Analysis
- Decision Making

- Project Management
- Communication Proficiency
- Teamwork Orientation
- Technical Capacity
- Customer/Client Focus

### **Supervisory Responsibility**

Manages all operational associates through subordinate supervisors or direct interaction. Is responsible for the overall direction, coordination, and evaluation of these employees. Carries out supervisory responsibilities in accordance with company policies, and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees, addressing complaints and resolving problems.

### **Work Environment**

This job operates in an office building with warehouse. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions, outside weather conditions, and extreme conditions. The noise level in the work environment is usually moderate. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 lbs.

### **Position Type/Expected Hours of Work**

This is a full-time, Monday through Friday 8:00 a.m. – 5:00 p.m. Occasional early or late hours may be required as job duties demand.

### **Travel**

Travel is primarily locally during business day, although some travel to other Brady location and other business related travel will be expected.

### **Required Education and Experience**

- Associates degree (A.A.) or equivalent from two-year college or technical school
- Five years related experience; or equivalent combination of education and experience.

**Abilities:**

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management.

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_