



Operations Manager

Department:	Production	Schedule/ Shift:	Choose an item.
FSLA Status:	Exempt	Reports to:	Plant Manager
Job Status:	Full Time	Travel:	<5%
Supervisory Responsibility	Yes		

Position Summary:

The Operations Manager is responsible for supporting the Director of Operations on objectives and metrics outlined in the Operations & Shift Scorecards. This position is responsible for the direct supervision and coordination of all production activities and operation employees on the shift. This position also works with the Quality department on customer complaints to drive corrective actions after conducting root cause analysis. This position is also responsible for working with maintenance and the process improvement team on improvement programs and activities, ie . (LEAN, 5S, Waste Reduction, TPM, BEC, etc.)

Roles and Responsibilities/ Essential Functions:

- Demonstrate and promote Heartland's Core Values.
- Develop plans to create a culture of Safety, Quality, and Productivity.
- Direct and coordinate the activities of employees engaged in the production or processing of labels.
- Investigate customer complaints and help implement corrections.
- Inspect materials, products, or equipment to detect defects or malfunctions.
- Observe work and monitor gauges, dials, and other indicators to ensure that operators conform to production or processing standards.
- Conduct employee training in equipment operations or work and safety procedures; assign employee training to experienced workers.
- Confer with subordinates to resolve problems.
- Recommend or implement measures to motivate employees and to improve production methods, equipment performance, product quality, or efficiency.
- Recommend or execute personnel actions, such as hiring, evaluations, and promotions.
- Enforce safety and housekeeping regulations.
- Interpret specifications, blueprints, job orders, and company policies and procedures for workers.

HEARTLAND LABEL PRINTERS – JOB DESCRIPTION



- Other duties as assigned.

Competencies

- **Accountability** - Ability to accept responsibility and account for his/her actions.
- **Active Listening** - Ability to actively attend to, convey, and understand the comments and questions of others.
- **Communication, Oral & Written** - The extent to which an individual communicates with clarity, actively engaging in conversations in order to clearly understand others' messages and intent, and received and processes feedback.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Resource Management (People & Equipment)** - Ability to obtain and appropriate the proper usage of equipment, facilities, materials, as well as personnel.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.
- **Technical Aptitude** - Ability to comprehend complex technical topics and specialized information.

Required Experience:

- Five (5) plus years of experience in manufacturing as a Press Operator

Preferred Experience:

- Five (5) plus years of experience in Supervision or Management

Required Skills, Education and/ or Certifications:

- High School Graduate or General Education Degree (GED)
- Must be proficient in the use of a PC and Microsoft Office Suite (Excel, Outlook, Word)
- Knowledge of LEAN and/or Six Sigma processes

Preferred Skills, Education and/or Certification:

- Associate degree (two year college or technical school) in Manufacturing or Printing.

Work Environment

% of Time Spent in Work Environment	Type of Environment
>75%	Production- Work is performed indoors in a manufacturing setting with regular exposure to cold, heat, noise, and moving machines/equipment.

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NA	Office- Work is performed primarily in a standard office environment but may involve exposure to moderate noise levels from high-speed computer printers and other peripherals. Work involves operation of personal computer equipment for four to eight hours daily. Occasional travel to the manufacturing floor may be required.
NA	Customer Site- Work is performed in various environments depending on customers' industry. Environments can range from production to office areas.

Physical Demands

Lift/Carry

Stand	Constantly	10 lbs or less	Frequently
Walk	Constantly	11-20 lbs	Occasionally
Sit	Occasionally	21-50 lbs	Not Applicable
Handling Materials	Occasionally	51-100 lbs	Not Applicable
Reach Outward	Frequently	Over 100 lbs	Not Applicable
Reach Above Shoulder	Occasionally		
		Push/Pull	
Climb	Occasionally	12 lbs or less	Frequently
Crawl	Occasionally	13-25 lbs	Occasionally
Squat or Kneel	Occasionally	26-40 lbs	Not Applicable
Bend	Frequently	41-100 lbs	Not Applicable

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Heartland is an Affirmative Action/Equal Opportunity Employer of Minorities, Women, Protected Veterans and Persons with Disabilities.

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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 team member for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Team member signature below constitutes team member's understanding of the requirements, essential functions and duties of the position.

Team member: _____ Date: _____