POSITION: Local Operations Manager

CLASSIFICATION: Exempt

DEPARTMENT: Operations

REPORTS TO: District Operations Manager

SUMMARY: The Local Operations Manager (LOM) effectively manages inventory, data processes and human capital at the location to achieve best-in-class customer service, and ensures order fulfillment meets delivery and expense targets. In addition, the LOM leads safety and regulatory compliance at the service center.

The below is intended to describe the general content of and requirements for the performance of this job and is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Promote and live the Pinnacle brand to our customers, employees and community as the best-in-class Agricultural distributor
2. Recruit, develop, coach, and lead the service center operations staff by providing structure and accountability to operations execution through performance feedback to ensure operational goals are met.
3. Promote a safety culture, which ensures all related trainings and initiatives are performed to meet and exceed safety metrics. Post required safety and employee notices and conducts weekly safety meetings.
4. Manage inventory, logistics, labor and asset management at the service center to control expense and maximize profitability of revenue generated at the service center and across the area in line with targets and budget.
5. Regularly schedule and meet with service center employees to review operations targets and action plans to ensure operational goals are met.
6. Cross collaborate with nearby service centers to efficiently deliver product and provide customer service to growers utilizing shared inventories and assets.
7. Ensure adequate and efficient staffing to handle seasonal fluctuations labor requirements.
8. Responsible for approving all payroll time and attendance for direct reports.
9. Execute and achieve short-term and long-term goals as determined with the AOM.
10. Provide leadership, coaching, and team development to service center employees. Identify skill gaps and provide appropriate training, performance feedback, resources and disciplinary action as needed to promote the success of the employees and the Company.
11. Review Management Operating System (MOS) reports daily, weekly and monthly, directing corrective action for the service center to achieve desired metrics for service and inventory performance.
12. Interface with the sales team and the District Operations Manager (DOM) regularly to cross-collaborate for strong performance and efficiency across sales and operations.
14. Responsible for inventory forecasting.
15. Responsible for overseeing location maintenance and housekeeping.
16. Initiate equipment leases when demand exceeds capacity and fleet repairs and maintenance as needed.
17. Work closely with Corporate management to achieve operational objectives (Finance, Human Resources, Fleet, IT, Tax, EH&S, etc.)
18. Escalate issues affecting operations to the DOM or sales
19. Regular and reliable attendance is expected
20. Other work-related duties as assigned by supervisor/manager

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

1. Bachelor’s degree in Agriculture or Business is preferred
2. Minimum of 3 years of progressive experience in operations and in industry
3. Demonstrated focus on meeting customer expectations and working to deliver excellent customer service
4. Excellent organizational and communication skills
5. Strong interpersonal skills; ability to lead, communicate and motivate teams
6. Creative problem solver
7. Ability to multi-task and prioritize workload in a fast-paced environment
8. Proficiency with Microsoft Office Suite
9. Ability to become familiar with industry related software
10. Financial acumen, preferred

**PHYSICAL REQUIREMENTS**

The following is representative of the physical requirements necessary for an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable people with disabilities to perform the described essential functions of the job. While performing these responsibilities the employee is required to talk and hear. The employee is often required to sit and use his or her hands and fingers, to handle or feel and to manipulate keys on a keyboard. The employee is regularly required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. The employee must occasionally lift and carry up to 50 pounds.

**WORKING CONDITIONS**

Local Operations Manager are typically assigned to specific service centers. May occasional travel. Local Operations Manager are often on their feet for long periods of time and may carry heavy products. Local Operations Manager s typically work 40 hours a week, although longer work hours are common.

Signature _________________________   Date__________