

Operations Manager Scorecard

Introduction

Have you been looking for the right opportunity with a fast paced, high energy, fun and exciting, moving and shaking, on the way up, "I love my job" type of company? If you said "Yes!" to the above and you have some rock star technical aptitude, then CablesAndKits might just be the place for you!

About the Company

CablesAndKits is one of the fastest growing privately owned Cisco network equipment dealers in the US and the **largest Cisco network accessory dealer** in the world! We have been on the Inc 5000 list of Fastest Growing Companies seven years in a row. In 2013, we were #29 in our Industry. We have also had the honor of being listed in Internet Retailer's Second 500, and a two-time honoree of the Gwinnett Chamber's Top 25 Pinnacle Award.

With a core focus in Cisco products we have established ourselves in a niche market that has given us strong roots in our industry. We continue to build both our core product lines and also auxiliary product lines including networking products, power products, and rack hardware related items. We are also constantly exploring and considering many new product lines as well.

Mission: Implement a lean enterprise culture that can scale to 10X current production volume in five years and triple (3X) Equipment refurbishing throughput capability in less than 12 months.

Reporting: Position reports to the President

Direct Supports: Ten (10)

Key Accountabilities / Deliverables:

- Develop safety-first culture; average > 365 consecutive days between OSHA recordable incidents
- Achieve 100% on-time same-day shipments of all sales orders in stock
- Accountable for operations cost performance; including outbound shipping expense and related vendor relationship and ordering consumable operations supplies
- Increase Equipment refurbishing throughput rate 3X within first 12 months and simultaneously lower average labor cost per unit
- Achieve inventory accuracy of at least 99% based on item count
- Define, document and implement quality standards for each operations cell
- Define standards for and apply 5S principles within first 12 months
- Cultivate a culture of creative process discipline based on standard work principles
- Apply visual management that drives reality-based decision making at the point of opportunity
- Design and implement an onboarding program that achieves standard work minimum performance no more than one month after hire date
- Cultivate a culture of experimentation that is consistently seeking to Raise the Bar

Key Traits:

- Intelligence – Possess above average intelligence; learns quickly; able to quickly and proficiently understand and absorb new information
- Curious Problem Solver– Consistently challenges status quo; anticipates and finds problems and solves them; digs deep to find root causes; proven ability to drive change
- Analytical – Structures and processes qualitative and quantitative data and draws insightful conclusions from it; exhibits a probing mind and achieves penetrating insights

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- Proactive/Self Directed – Acts without being told what to do; brings new ideas to the company; takes high-level requests and translates them into actionable, efficient work tasks; takes direction and completes tasks in a timely manner with minimal oversight
- Communication Skills – Speaks and writes clearly, concisely and articulately in all forms of communication; Actively listens, formulates coherent arguments, and delivers messages effectively
- Accountability – Embraces environment of high accountability
- Teacher and Teachable – Ability to transfer principles to others and inspire passionate application of those principles among colleagues; seeks feedback and uses it to improve performance; constantly learning / expanding knowledge base
- Work ethic – Possesses track record of working hard & sometimes long hours to get the job done

Professional Experience & Requirements

- Must have 2+ years' experience in applying lean principles in a production environment

The perfect candidate

Because we are a small company, we feel that team members that share our Core Values are essential to our growth. In the office we are all a team working towards a common goal and **MUST** be able to work together effectively. Here are the Core Values we share that make us who we are as a company:

Do the Right Thing: *We do the right thing even when no one is watching. We abide by the highest moral and ethical standards and conduct ourselves with integrity and honesty.*

Serve Others: *We act with an "I'm for you" mentality and perpetually seek ways to assist others. We collaborate with humility and appreciation to positively impact our team, our customers, our vendors and others within our sphere of influence.*

Raise the Bar: *We encourage and celebrate continuous improvement. We not only meet and surpass expectations; we create them and provide extraordinary service, innovation, and quality.*

Balance Life and Enjoy the Journey: *We don't take ourselves too seriously. It's not always about the destination; it's about enjoying the ride. We have fun within the framework of our core values.*

Compensation

- Position pay based on position requirements and your experience
- We offer a flexible, team-oriented work environment. Benefits available on first of month following hire date include: company sponsored Long-term Disability and Life Insurance; Health benefits with company contribution, holiday pay, paid time off (PTO), and Voluntary Vision, Dental and additional Life Insurance available. Eligible for 401K with company contribution after 90 days.
- CK Cares Employee Care Service - Chaplains on call 24 hours a day, 365 days a year, nationwide, for crisis intervention and emergency situations - available to you and your family members. Company sponsored wellness initiatives

We are a **Drug-Free Workplace** and all candidates must pass a drug screen and background/possible credit checks.

Submission Instructions – Please respond with cover letter and resume via email to careers@cablesandkits.com. Include your name and the word "OPERATIONS" in the email subject field. Will not accept phone calls and faxes.