



Role Posting
Operations Manager
Aka Grand Master of Fulfillment

Redemption Plus is a one-of-a-kind organization where enthusiastic, caring people can lead full lives by bridging their professional and personal worlds. We don't have jobs and just show up for work each day. Rather, we invest our time in developing ourselves and building our company – helping each become the best they can be. After all, everyone here is trading each day of their life to live it with us. We embrace innovation, hard work and high performance, positive attitudes, open and honest conversations, and of course, playfulness!

It is our mission to help customers win by relentlessly driving out costly waste and rework, while simultaneously discovering impactful insights. Every action, every decision, every word we speak should fulfill our purpose: "Enriching lives through insights that empower."

Additionally, we live and breathe our three core behaviors: Customer-centric; Agents of Change; and Playfulness.

We hire with our "permission to play" behaviors in mind: Integrity; Teamwork; Innovative; Adaptable; and Personal Growth.

Overview

Our Operations Manager aka Grand Master of Fulfillment is responsible for the overall functions of the Fulfillment Department including training, safety, waste and facilities management. This individual will work side-by-side with our VP of Fulfillment and Project Management Officer developing strategies that support the goals of this visionary organization, and our overall culture and core values.

This position calls for a demonstrated ability to conceptualize, plan and implement 5s/Lean/Six Sigma/Total Quality Management projects successfully managing work through others. The ideal candidate will also demonstrate flexibility, impeccable written and verbal communication skills, the ability to work well with all levels of internal/external management and staff, and excellent interpersonal skills in the areas of creative problem-solving, group planning and decision-making processes. Attention to detail, a strong work ethic, and strong ability to multi-task and self-motivate projects to a timely completion, good stewardship of company funds are critically important.

Placement Criteria

Bachelor's Degree and 7 or more years of specific experience, or suitable combination of education and relevant experience.

Knowledge of commonly-used concepts, practices, and procedures within the Warehouse and Distribution industry, particularly with a demonstrated history of achieving results through 5s/Lean/Six Sigma/TQM.

Knowledgeable regarding Microsoft Office have proficient computer skills, display adaptability in learning the use of company specific software/applications and display comprehension of fundamental computer practices and database management; Experience using Google Drive, Docs, Email and Calendars is a plus.



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Demonstrated organization, facilitation, communication (excellent written and verbal) and presentation skills. Also, excellent interpersonal skills, with the ability to interact effectively and professionally, and provide world-class customer service, both internally and externally at all times.

Detailed oriented and driven to meet deadlines and commitments; ability to prioritize workflow and organize diverse material and ability to handle multiple, competing and changing priorities; ability to perform effectively without supervision and within established time limits and ongoing deadlines.

Compensation

Competitive salary dependent on experience, full-time and a comprehensive benefit package.

In addition to Health, Dental, Vision, Short/Long Term Disability and Life Insurance, we also offer a medical benefits concierge service, an array of healthy lifestyle programs on-site (incredible lunches, workout facility, workout classes, meditation classes, chair massages, ph mineral enhanced water and so much more!), fully stocked beer fridge, company fun events, shipping discounts/credit, dry cleaning and Uber safe-rides. We could go on and on, but no one likes a bragger.