



Vice President of Operations

Who We Are:

Swoon is the beverage company dedicated to taking down sugar by keeping life sweet! We're on a mission to help people be happier and healthier by giving them the joy of sugar without the flaws.

Primary Responsibilities:

We are looking for a driven, experienced and highly motivated Vice President of Operations to own the strategic direction & execution of the Operations functions of the business. Your primary goal is to drive the business forward to help Swoon achieve its core mission. You will touch on all aspects of the product life cycle, in addition to playing a key cross-functional role throughout the business supporting innovation, margin enhancement, financial management, and enterprise planning.

The ideal candidate is a dedicated, proactive, and self-led positive team player, who has a passion for health, wellness, and sweets, and is ready for their next challenge!

What You'll Achieve:

- Responsible for ensuring Swoon always manufactures, stores, and ships best-in-class product quality. Establish a continuous improving mindset with Supply Chain/Operations (SCO) team through automation and advancing margin and quality through ingredient and technology.
- Plan, develop, and implement strategies for operational management to meet organizational performance plans and gross margin targets within agreed budgets and deadlines, in addition to ongoing cost reductions
- Monitor, measure, and report on operational issues, opportunities, development plans, and achievements
- Supervise supply chain management from production planning and procurement through to fulfillment of customer orders that meet or exceed company set KPI's.
- Continuously optimize and oversee SCO network of external vendors including co-packers, raw material suppliers, and other logistics vendors to drive operational efficiencies and cost savings to get Swoon to the lowest landed cost at all times
- Oversee network of 3rd party co-manufacturers, including contract process, tolling fee negotiations, setting operating processes, managing quality controls, and all other facets of the on-going relationships
- Establish and own demand, production, and supply planning. Work closely with Sales & Marketing to understand how Retailer demand & sampling needs impact product demand to ensure high fulfillment rates and in-stock ratios
- Oversee Swoon's 3rd party transportation and warehouse logistics providers
- Work with R&D partners on commercialization, ingredient sourcing, and technology enhancements that will support improved quality, functionality, and operational efficiencies.
- Run operational go-to-market plan for new product offerings, including new flavors, packaging, and pack sizes. In collaboration with marketing, create product, pack, and technology radars.

- Responsible for QA/AC process, including all product testing (micro, environmental, sensory) and the development of a Retains program. Establish and drive a cost of quality program.
- Work seamlessly cross functionally with sales, marketing, and finance
- Participate in company wide business planning, and lead S&OP meetings
- Develop KPI's, targets, and incentives for your team to work towards and be accountable for
- Lead and develop a high performing, highly engaged Ops team

Who You Are:

- 10+ years of working experience, ideally in CPG, including 3 years in upper management
- Proactive problem solver
- Experience with MS Office, specifically expertise with Microsoft Excel
- Knowledge of warehousing, logistics and transportation processes within a 3PL environment
- Entrepreneurial spirit with an ability to problem solve, execute, and report back with an extreme ownership and accountability for everything that affects your department and personal goals. A willingness to do what it takes to accomplish the mission
- Excellent communicator (both written and verbal)
- Strong organization and time management skills
- You are independent and reliable – you know how to take direction and run with it
- Flexible and thrive in a dynamic, fast-paced environment
- Passionate about taking sugar down, healthy living, and our Swoon mission!

Additional Information:

- Both local and remote applicants will be considered (will be working east coast hours; our headquarters is in New York)
- Able to travel to co-packers, warehouses and HQ
- Reports directly to the Co-Founder and Co-CEO
- Direct Reports include one Director of Operations
- Competitive compensation and full health benefits
- Unlimited vacation policy
- All of the Swoon you can drink!
- Dynamic working environment willed with passionate, happy, smart people
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Performs other related duties as assigned.

To apply: email Jennifer@tasteswoon.com with your resume and a short description of why you're interested in being part of the Swoon team. Please include "Vice President of Operations" in the subject line.