



TITLE: OPS SPECIAL PROJECTS MANAGER

ENTITY: HEDLEY & BENNETT

REPORTS TO: DIRECTOR OF OPERATIONS

CLASSIFICATION: EXEMPT

JOB OVERVIEW

This role will report to the Director of Operations to drive change initiatives across the H&B Operations organization (and beyond!) on high-impact, high-priority focus areas. The role requires an extremely strong internal drive, work ethic, and ownership mindset, mixed with the ability to partner effectively with employees at all levels in all functions across the organization. Curious self-starters with a passion for building companies will thrive in this role. This role will have exposure to all aspects of the organization, focused on identifying, strategizing, improving, and resolving pain points in partnership with all teams – with a primary focus on Operations and operational excellence. The majority of time will be spent helping the H&B Operations organization develop – by identifying opportunities, building new capabilities/processes, measuring/managing performance better, and more. High performers in this role will have the opportunity to develop into increasingly responsible roles at H&B, in the Operations organization and beyond.

RESPONSIBILITIES

- Partner with Director of Operations and other leaders in the business to identify and prioritize opportunities to improve efficiency and effectiveness across every aspect of Operations
- Define high-level direction and translate into tactical plans to drive value creation, enabling both near-term recognizable and long-term sustainable business improvements
- Drive the 'metric-ification' of Operations at H&B, designing and implementing performance management tools for all Ops teams to increase visibility, identify opportunities, and inform priorities
- Design, lead, and manage to completion the implementation of critical Operational initiatives, based on evolving business needs
- Dive in to "get hands on" with each situation/problem to deeply understand current situation, limitations, and mindsets – in order to craft and launch the optimal solution to any given challenge
- Build impact and financial models to size impact of possible workstreams, working comfortably with large data sets and top-down assumptions.
- Design processes, build XLS tools to support the operation, and create explanatory PPT documentation when necessary to lay out plans, solicit input, and gain buy-in from all stakeholders
- Program-manage project implementations; adapt quickly and fluidly to rapidly changing projects and under dynamic conditions
- Possible major focus areas & projects may include...
 - Design and launch product quality initiatives with our Production team
 - Build & refine new supply chain capabilities and processes as we migrate to Mexico production
 - Lead and optimize fulfillment innovations (new capabilities, process improvement, etc.)

SKILLS

- Quick ability to build content mastery and deep knowledge across all areas of operations, from procurement to production to logistics, and beyond
- Demonstrated ability to be proactive, energetic, and solutions-oriented in challenging contexts with multiple stakeholders
- Demonstrated ability to engage, build trust, and influence business owners and employees at all levels in all functions of H&B to adopt new solutions and processes
- Exceptional ability to solicit input, synthesize information, and identify/execute optimal courses of action
- Relentless focus on prioritization of time spend, projects, and topics

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- Ability to learn and adapt style/approach quickly
- Exceptional ability to jump and translate between the big picture goals and granular execution details
- Distinctive ability to problem-solve both quantitative and qualitative situations to a wide variety of problems

REQUIREMENTS

- Ideal candidate has at least a bachelor's degree from a top university and 2+ years of top-tier management consulting experience
- Exceptional analytical capabilities (Excel expert; comfortable in other databases and systems)
- Exceptional problem-solving capabilities (to translate ambiguous information into clear and intuitive recommended action plans)
- Action-oriented mindset (able to quickly and independently translate observations to strategy to recommendations to implementation/testing phase)
- Passion for consumer brands and products
- Ability to perform with a high degree of professionalism, maturity, integrity and business ethics
- Exceptionally proactive, 'go-getter' mindset to self-start and find answers in the face of ambiguity and uncertainty
- Solution-oriented mindset
- Ability to adapt to new situations, new people, new information and new trends effectively
- Questions with curiosity and an open mind, and challenges with respect and new thinking
- Able to maintain and foster a sense of calm under pressure
- Thrives in a hands-on, entrepreneurial environment
- High confidence, low ego, and the utmost character integrity
- Positive, cheerful, social disposition

PHYSICAL REQUIREMENTS

- Extensive Computer Work