Position Title: Operations Manager

Department & Cost Center: Laerdal Canada

FLSA Status: Non-Exempt OR Exempt (Circle One)

Supervisor: V. P. & General Manager Laerdal Canada

Grade Level: (HR Use Only)

Date Approved by HR: 6/10

Position Overview:

The Operations Manager is responsible for ensuring the smooth running of all operational elements of the Laerdal office in Canada. This includes the cohesive teamwork of personnel, development and implementation of systems, and the leadership of internal operations. The Operations Manager must assist in developing a customer orientation in all elements of the operation.

Essential Duties and Responsibilities:

• Provide quality service to Laerdal’s internal and external customers in all assigned tasks, while upholding Laerdal Values at all times.

• **Finance** – manage all elements of the financial management, from daily transactions to the finalization of end of month, audits, debtors and end of year financial accounts and management reports.

• **Logistics** – manage and oversee the coordination of all elements of the order fulfillment process, from purchasing to shipping of goods.

• **Office Systems** – oversee the development, implementation and monitoring of efficient and effective office processes, including ensuring the company follows quality processes. Actively develop Laerdal staff to take on greater responsibilities and to ensure the company has backup/cross functionality across current staff.

• **Information Systems** – ensure that Laerdal Canada is in conformity with the Laerdal Global IT strategy. Work with the Laerdal Global IT team to ensure the business has robust and reliable IT systems.

• **Human Resources** – ensure that appropriate skill levels are developed in Laerdal staff to allow good business practice. This would involve staff cross functional training to ensure continuity in the business if staff members were to leave.

• **Personnel** – maintenance of all personnel records in an efficient and well organized manner, including but not limited to personnel files, payroll, retirement benefits and leave. Communicating all personnel changes to the V.P. & General Manager.

• **Customer Focus** – responsible to the Laerdal customers for the efficient and customer orientated operations expected of the Laerdal organization


NOTE: This document is an outline of the primary tasks assigned and may be changed at the discretion of management, formally or informally, either verbally or in writing. All team members are expected to assist Laerdal in achieving its goals even if such tasks are beyond the scope of this outline. The job description does not constitute an employment contract, implied or otherwise, other than an “at will” relationship and is subject to change by the employer as the needs of the employer and requirements of the job change.
Responsibility and Decision Making Authority:

- Act independently; Decision making within Company policy

Management/Supervisory Responsibilities:

- Direct reports would be all office based staff as designated by the V.P. & General Manager

Financial & Budgetary Responsibility:

- None

Qualifications/Competencies/Position Requirements:

Knowledge, Skills, and Abilities:

- Ability to speak and write fluently in English, French would be an asset.
- Ability to manage staff in order to maximize productivity of office, effectively utilize skill base of staff, maintain internal controls and complete projects on time.
- Ability to develop and maintain positive working relationships with other team members throughout the Laerdal organization.
- Advanced level knowledge of accounting systems.
- Strong computer skills: Word, Excel.
- Strong organizational skills.
- Skill to identify and resolve problems in a timely manner.
- Strong analytical skills.
- Ability to prioritize and plan work activities and use time efficiently.
- Detail oriented with attention to accuracy and thoroughness.
- Willing and able to adapt to changes in the work environment, manage competing demands and able to deal with frequent change, delays or unexpected events.
- Proven ability to maintain confidentiality.
- Flexibility to perform different tasks during the day.
- Available for help and support other team members in their daily activity.

Education and Experience:

- BA, Accounting or Finance preferred
- 4-6 years of related experience with comparable institution preferred
Licensing and Certification:
- None

Working Hours:
- Hours may vary and may require evening and weekend work depending on business needs and will require working overtime.

Working Environment:
- Work usually performed in an office setting.

Tools and Equipment Used:
- Personal computer, copier, fax, phone, and other typical office equipment.

Travel:
- Limited travel to other Laerdal offices may be required.
- Limited travel to customers site for logistic support.

Physical Demands:
- Digital dexterity and hand/eye coordination in operation of office equipment.
- Light lifting and carrying of supplies, files, etc.
- Ability to speak to and hear customers and/or other employees via phone or in person.
- Body motor skills sufficient to enable incumbent to move from one office location to another.