



DCL Mooring and Rigging Job Description

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other duties as may be required by their supervisor.

Position: Operations Manager
Department: Operations

Reports To: President
Status: Fulltime, Exempt

Position Description:

The NOLA Operations Manager reports directly to the President. As a leader, alignment with the company's culture, purpose, vision, and operating principles is an absolute requirement. As part of the management team, the position participates in developing and implementing the strategic plans of DCL and has budget responsibilities. Confidential information will be discussed and must be protected. The role requires active involvement with employees, customers and suppliers. The Operations Manager is accountable for the development and management of people, along with continuous improvement of Safety, Efficiencies, Quality, and Customer Service. Integrity, high energy, positive attitude, professionalism and responsiveness are cornerstone traits of this position.

Direct Reports:

All warehouse, fabrication, repair, maintenance, shipping, receiving and facility personnel.

Major Areas of Accountability:

SAFETY

- Provide a safe environment to all shop personnel, visitors, and temporary labor
- Ensure all employees receive regular safety training in accordance with the DCL safety training program
- Ensure all employees wear appropriate PPE where required, AT ALL TIMES
- Conduct daily safety meetings with shop personnel
- Continually monitor shop floor and equipment for unsafe or hazardous conditions
- Perform monthly safety audits as required by management
- Ensure proper medical attention is provided immediately with any accident, and perform the accident investigation
- Follow up on all assigned safety action items (from walk-throughs and STOP cards)

HOUSEKEEPING/ORGANIZATION

- Maintain a clean shop floor and equipment
- Develop and maintain the systems and processes that maximize efficiencies and effectiveness of production
- Perform daily audits of housekeeping, and make necessary corrections
- Organize and manage housekeeping assignments for employees
- Follow up on all assigned housekeeping action items (from walk-throughs)

QUALITY and CUSTOMER SERVICE

- Support DCL's sales effort and sales team to ensure Customer's orders are completed safely, on schedule and correctly meeting all customer and company requirements each and every time
- Effectively and timely communicate with sales regarding production, availability and capacity
- Ensure all shop employees are properly trained to meet customer standards and expectations
- Follow up on all assigned quality action items (from Management meetings, NCRs, etc)
- Initiate NCRs as necessary
- Ensure the daily/monthly equipment checks, maintenance, calibrations and repairs are performed on time as per procedure

CULTURE

- Provide leadership and direction to maintain an engaged group of employees aligned with DCL's company purpose, culture, and vision
- Maintain high energy, positive and competitive work atmosphere by acting and communicating in a manner that promotes a beneficial relationship with customers, co-workers, suppliers and management.
- Approve time, vacation requests, etc. while maintaining proper availability to meet customer demands.
- Oversee the training and qualification process of employees, including the use of cross-training to maximize efficiency
- Provide instruction and supervise work force to make sure that proper operational procedures, processes, and standards are maintained
- Develop employees and create bench strength.
- Conduct regular performance feedback to employees and senior management
- Enforce Company Policy and Procedures with shop personnel as well as hold them accountable
- Perform employee corrective action and maintain sufficient documentation to support such action
- Develop performance improvement plans when needed

MANAGEMENT

- Develop the operating, human resource and capital budgets for all operational activities and be responsible for their management
- Delegate, prioritize and reallocate resources to maintain optimal efficiencies, meet customer demands and continually improve
- Ensure systems and processes are in place to effectively track operational, customer service and employee performance and keep accurate and current records/files.
- Ensure DCL meets all regulatory and other compliance requirements

Position Qualifications:

- Bachelor degree and/or min. 4 years experience in operations management or related industry fields with preference for experience in the marine, oil & gas and industrial areas.
- Ability to communicate effectively, orally and in writing.
- Experience and skills in computer usage and technology.
- Capable of working with a high degree of personal discipline, drive and professionalism.
- Positive attitude, strong reasoning ability and assertiveness
- Sales, leadership and relationship skills and qualities.
- Knowledgeable in workplace safety practices and guidelines.
- Knowledgeable in quality improvement systems.
- Ability to work within a team environment, take direction, learn and coach.
- Ability to lead and build a team.

Physical Requirements:

- Sit frequently, stand and walk occasionally.
- Work in all weather conditions, including extreme cold and extreme heat.
- Push, pull and reach above shoulders frequently. Squat, crouch, bend and kneel occasionally.
- Occasionally lift up to 25 lbs.; frequently lift up to 10 lbs.
- Use hands for simple and firm grasping and fine manipulation

DCL Mission:

To provide safe, effective and innovative products and services to lift, connect and protect the assets of marine and industrial customers.

DCL Operating Principles:

1. The Safety of life, limb and property is never compromised and is our 1st priority.
2. Our products and service are made Right, the first time.
3. We operate with integrity and Respect people, equipment and property at all times.
4. Providing superior Customer Service drives all of our actions and is the most important part of our business.

DCL Quality Policy:

- a. Understand our customer's requirements
- b. Meet those requirements each and every time and
- c. Continuously improve our processes

DCL Vision:

To be the dominant rope, rigging, mooring and industrial supply and services company in the areas we operate and markets we serve.

As a DCL employee, I will conduct myself to reflect the company's mission and values.

I have read the above job description and understand that this is not an exhaustive list of the duties and responsibilities assigned to this position. I have had the opportunity to ask questions about anything in this description I do not understand. I am able to complete these job responsibilities with or without reasonable accommodation. I agree to a physical fitness test to ensure I am capable to perform the physical requirements necessary for this job and understand my job offer is contingent on passing this test. I understand I will be subject to a pre-employment drug test and criminal background check and my job offer will depend on the results. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these duties.

Signature: _____ Date: _____