

Operations Manager - Edmonton

Job Purpose

Provides leadership to local crew engaged in loading, unloading, transporting and storing household goods.

Duties and Responsibilities:

Leadership of Local Crew and Owner Operators

- Proactive planning, scheduling and dispatching of the local crews
- Assigns trips and shipments to Edmonton-based drivers.
- Engage with the company and Van Line Long Haul Drivers and make any necessary arrangements when they are servicing the greater Edmonton market.
- Ensure timesheets are complete, accurate and entered into systems for payroll review
- Recruits drivers, movers, packers and warehouse personnel
- Participate in monthly departmental, safety and leadership meetings
- Ensure the proper training of operations staff
- Completes and ensures participation in employee development programs

Paperwork

- Provide paperwork and move details to crews daily
- Ensure all required paperwork has been completed for shipments and trips
- Provide documentation and administrative back up to all Allied Drivers as necessary
- Proficiency in a wide variety of computer software and platforms related to the company and Allied Van Lines

Safety

- Interpret and execute relevant safety policies and regulations to Crews and Contractors
- Complete monthly workplace inspections and document any changes needed
- Participate as a member of the Joint Health and Safety committee

Warehousing

- General warehousing responsibilities as needed
- Engage with Canada Customs and ensure the company is meeting all standards as a bonded warehouse.
- Oversees warehouse is kept at best-in-industry standards.
- Monitor and audit relevant paperwork to ensure that standards and requirements are being met regularly
- Focus on Efficiency in all areas pertinent to the branch.

Teamwork and Communication

- Assist other departments in tracking shipments and preparing paperwork when necessary
- Provide guidance and mentorship to junior team members
- Effectively contribute to the company management team

Vehicle Maintenance (local and regional trucks)

- Ensure all owned and leased equipment is clean and kept at best-in-industry standard.
- Tracks vehicle maintenance records and materials supply.
- Provide inspections as required to regulatory bodies
- Ensure reports are effective executing the safety inspection process

Administration

- Ensure all invoicing is accurate and are approved correctly
- Collect, report and store all required DOT documentation relevant to assigned drivers
- Review, monitor and audit all branch expenditures prior to approval to Head Office
- Ensure all drivers assigned are held to company, Van Line and industry standards

Quality Assurance

- Performs on-site job inspections as required
- Review quality scores on a regular basis
- Communicate quality scores to drivers and provide feedback
- Provide the highest quality service to all customers
- Ensures all applicable crews are meeting COMPANY image standards

Qualifications required

Education	High school diploma, or equivalent
Specialized knowledge	Excellent computer skills and knowledge of internal operating systems (Pegasus, Web Ops, and Camis)
Skills	Leadership, problem solving, and organization
Abilities	Able to lift 100lbs
Personal Characteristics	Good team player, leadership, excellent customer rapport building
Experience	3-5 years moving experience required, preferably Cross Border/US
Certifications/Licenses	First Aid Certification Must have a clean driving record, free from infractions

Working Conditions:

- Shift work is required
- Evening and weekend work may be required, especially during peak periods
- Location of work will vary – ie: inside warehouses, trucks and offices to clients homes; outdoor weather conditions will also have an impact on working conditions
- May encounter challenging clients with difficult demands or requests
- We are open to relocating the right individual for this role.

Physical Requirements: Ability to lift heavy objects, do repetitive tasks.

Direct Reports: Local Crew

Contact edmontonoperation@gmail.com to learn more or to apply.