

Our client is a fast-growing agriculture supply company that aims to be the leader in the Canadian horticulture sector. Operating from multiple locations in the Niagara Region with loyal clientele, they are a one-stop shop for a variety of horticulture businesses, including greenhouses, orchards, and vineyards. The Operations Manager is a dynamic role in sales, customer engagement and logistics that offers an opportunity for individuals with an entrepreneurial spirit to drive sales, build lasting relationships, and contribute to the seamless operation of the business. Bring your proactive approach and innovative mindset to make a significant impact to the business and play a pivotal role in managing their inventory and logistics operations.

Operations Manager

Niagara Region, Ontario

Reporting to the General Manager, you will be responsible for:

Sales and Customer Engagement

- Drive the sales of all product items, including advanced sales commitments, attract out-of-town customers and onboard new customers to expand client base.
- Provide comprehensive sales estimates and projections for the season, covering various products, including fruit and manage customer recommendations, fostering strong relationships.
- Skillfully handle customer sales inquiries and orders through various channels, ensuring a seamless experience.
- Contribute to the continuous improvement of sales systems and processes to maintain consistent brand and product awareness for all customers visiting the company.

Inventory and Product Management

- Strategically oversee inventory, including pesticides and fruit, to maintain an optimal and continuous supply.
- Collaborate with growers to streamline packing, sales, and product availability.
- Utilize technology to enhance efficiency in inventory management and resource allocation.

Logistics and Transportation

- Actively assist in transportation and logistics, managing out-of-town deliveries and daily routes.
- Coordinate with third-party logistics providers to ensure the efficient shipping of products.
- Develop and optimize delivery routes, ensuring products are prepared for timely shipping.
- Collaborate with carriers to coordinate unloading, pick-up, and product transit.
- Proactively address and resolve any logistics issues, such as unloading problems, supply chain delays, or order errors.

Communication and Coordination

- Foster continuous communication with customers, growers, and other warehouses, ensuring a seamless flow of information the necessary resources for smooth operations.
- Proactively book appointments with chain stores, adeptly manage product transit using iTrade, and manage the flow of information.

Market Analysis and Planning

- Provide insightful sales projections to upper management, contributing to strategic decision-making and communicate objectives clearly across various divisions of the business.
- Stay abreast of market trends and competitors, employing a proactive approach to maintain and grow market share.
- Attend local horticulture trade shows and larger National shows across Canada, from time to time, to learn, network, build the company profile and identify new growth opportunities.

Your background includes

- A Diploma or Bachelor's degree in business, agriculture, or a related field is preferred.
- 3+ years of previous experience in a similar sales and logistics role.
- Experience in the horticulture industry with knowledge of growing processes, crop protection products and equipment are an asset.
- Strong interpersonal and communication skills with an entrepreneurial mindset.
- Exceptional organizational skills and solutions driven problem-solving abilities.
- Ability to work independently and as part of a team in a fast-paced and collaborative work environment where you are comfortable wearing many hats.
- Experience using various operations management software systems (e.g., Fishbowl, Sage Business Visions, Tronix).

LITHERLAND & CO

To learn more about this position and our client, contact Brook Coatsworth at bmc@litherlandco.com quoting **"Operations Manager - #231024"** or by phone at 416-868-4888 Ext. 5 for further info.

Litherland & Co. is dedicated to fair and equal opportunities for all applicants. Candidates are selected upon the highest level of equity, diversity, and inclusion across the organization and throughout its hiring process. If you are selected for an interview and require accommodations, arrangements will be made for your convenience throughout the recruitment.