

https://intscanada.com/job/operations-analyst/

# ?????-Operations Analyst

## **Description**

In this role, which reports directly to the Operations Manager, the incumbent assumes the responsibility of collaborating with the Operations Manager and providing assistance in effectively managing the day-to-day operations that enable and reinforce the production of Preprinted Linerboard. The primary objective is to work in conjunction with the sales and operations teams to achieve profitable growth and ensure the successful delivery of preprinted rolls.

Date posted 2023[7][14]

## Responsibilities:

#### Sales and Purchasing

- Complete pricing and quotations for Sales
- Support in planning and execution of the Sales department prospects and Value Add Customers.
- Analyze and control expenditures of division to conform to budgetary requirements.
- Manage purchasing for plant and consumables.

#### **Customer Service**

- Manage quality complaints and responses to customers.
- Monitor first time orders and approvals.

#### **Planning & Production**

- Participate in demand planning and press scheduling.
- Determine and coordinate prepress and plate priorities.
- Determine priorities for Edits and roll slitting.
- Monitor shipping and KPI's for on-time delivery.

#### **Standard Operating Procedures**

- Understand the specific process or task that requires an SOP.
- Document the existing procedures and practices being followed.
- Articulate the purpose and objectives of the SOP.
- Create a detailed, step-by-step document that outlines the specific actions, procedures, and guidelines for each process.
- Develop standard operating procedures for Customer Service.

# **Roll Stock Inventory**

- · Order and manage roll stock inventory including finished goods.
- Develop and manage roll stock tracking system.
- · Administer Roll Tracking System with IT.
- Manage costs and other inputs in RTS.

#### **Further Responsibilities**

- Adhere to safety protocols and promote a culture of safety within the production environment.
- Perform other tasks or jobs as needed or required.

# Qualifications:

- Degree in Business Administration or equivalent is preferred.
- Excellent communication skills, both verbal and written.
- An entrepreneurial spirit with a strong desire to succeed while getting real satisfaction from helping others reach their goals.
- Strong analytical and problem-solving skills.
- · Experience in Manufacturing
- A positive attitude, enthusiasm, confidence and strong presentation & people skills

# **COMPETENCIES:**

**Customer Focus** – Personally demonstrates that external and internal customers are a high priority. Identifies customer needs and expectations and responds to them in a timely and effective manner. Anticipates and prevents delays or other things that can adversely affect the customer. Keeps customers informed about the status of pending actions and audits customer satisfaction with products or services.

Decision Quality - Gathers enough information to allow a pragmatic assessment

of risks and benefits of alternative approaches in any decision. Stays focused on objectives and considers both the short-term and longer-term impact of decisions and keeps objectives in mind throughout the process. Communicates the impact and implications of decisions. Completes the appropriate level of due diligence required to make a quick, accurate decision.

**Drive for Results** – Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Pursues everything with energy, drive, and a need to finish; does not give up before finishing, even in the face of resistance or setbacks; consistently challenges self and others for results.

**Leadership** – The expectation of leadership is not reserved solely for only those who are in positions of authority, but from all employees. They demonstrate high integrity and are motivated by wanting to make a real difference to people by delivering a high-quality service for their customer and the organization. In positions of authority they: invest in development for the right people and identify and develop future leaders, and coach and provide candid feedback to others. They are visible and they model behaviors, competencies and values expected and inspire others to undertake challenging tasks and projects.

**Teamwork** – Is an effective team player who adds complementary skills and contributes valuable ideas, opinions and feedback. Communicates in an open and candid manner and can be counted upon to fulfill any commitments made to others on the team. Ensures the right stakeholders are informed and involved where necessary. Is ready to "roll up their sleeves" as necessary.

**Think and Act like an owner** – Thinks and cares about the organization like an owner. Commits to and upholds organizational values, and core behaviors even under difficult circumstances. Demonstrates a strong sense of responsibility and dedication to the success of the organization. Takes appropriate risks, holds self and others accountable for measurable, high-quality, timely, and cost-effective results and openly raises a challenge even if others don't.

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