

Operations Manager

Anything. Possible.

We are a family of 18 businesses working safely together and believing to our core that no task is too daunting. We get excited by, and creatively rise to, every challenge making **anything possible**. We are in the business of connecting bright minds and entrepreneurial spirits to harness the greater potential of teamwork and collaboration to simplify complex project execution. Addicted to innovation, we thrive on continuously learning, improving and growing to produce high-quality, cost-effective results for our clients and our people.

Joining our family means bringing your diverse ideas to the table every day, rolling up your sleeves and getting the job done, working with a trusting team of diverse professionals, and going home safely every day passionate and proud of what you have helped to build.

Our business, **High Standard Scaffolding**, has been serving industrial and commercial clients since 2007. We are a skilled and experienced team with the specialized expertise to plan, design and install safe, strong structures around nearly anything, from grain elevators to heritage homes. We are looking for a new team member to fill the position of **Operations Manager** reporting to the head of our Industrial Services Group. In this position you will be responsible for all aspects of operations including both financial and project performance.

You will be accountable to:

- Lead the business culture to operate with safety, respect, professionalism, and efficiency
- Be accountable for HSS's financial performance
- Review financial forecasting reports with management and make adjustments to improve productivity and profitability
- Ensure that customer invoicing and AR are proactively managed
- Develop the strategic plan for the business
- Participate in tendering processes and attending bid review meetings
- Approve all estimates/bids prior to release to customer
- Ensure schedule-driven, resource-loaded project execution plans are developed
- Communicate regularly with external customers to ensure customer satisfaction
- Ensure your team has the facilities, materials, tools and resources to operate safely and effectively
- Proactively lead, coach and motivate all team members
- Clearly communicate expectations to team members and stakeholders

To qualify for this role you must have:

- Demonstrated operational leadership and business acumen abilities
- Technical background in engineering or a ticketed scaffold tradesperson
- Prior scaffold installation experience plus 5 years supervisory/management experience
- Ability to develop strategies to support the achievement of operational and financial goals
- Strong client orientation and confidence to establish immediate credibility
- Leadership and team building skills, combined with excellent communication skills
- Ability to manage a broad and diverse set of relationships and networks
- A high level of professionalism: responsible, and committed

If you feel you are qualified for this role, please submit your resume to recruitment@norlandlimited.com quoting **"Operations Manager"** in the subject line. ***Only candidates who are most qualified for the position will be contacted.***