



Northwest Factory Finishes

Position Description: Director of Operations

Join Northwest Factory Finishes, nestled in the Mission Mountain range in Western Montana, where year-round recreational and cultural opportunities include access to ski areas, multiple blue ribbon trout streams and the nearby Lolo National Forest. Share your leadership and productivity skills and be a part of a team known within our industry for providing the highest quality products available in the market.

Start Date: Upon successful completion of search process (negotiable).

Salary: \$75,000 - \$100,000 depending on experience and qualifications

Benefits: medical, dental, retirement savings program, moving allowance

Location: NW Factory Finishes is located along the Blackfoot river in Bonner, Montana, 7 miles east of Missoula, Montana (population: ~80,000). Nestled in the Mission Mountain range in Western Montana, the Missoula area is renowned for year-round recreational and cultural opportunities include access to ski areas, multiple blue ribbon trout streams and the Lolo National Forest. The University of Montana located in Missoula is a public research university with roughly 15,000 students.

Overview: NWFF was established in 1992 and currently operates on a single shift schedule with 35 total employees. We pride ourselves and are known within our industry for providing the highest quality products available in the market. We currently have four automated spray lines and ovens to support our products, with further expansion plans in the work.

Our sales team covers the Northwest and Southwest regions of the United States. We're currently growing our markets in the Great Plains region, Alaska, and Hawaii. With the growth we have experienced in the last 2 years, we are now in the need to expand our levels of management in Operations.

The Director of Operations at Northwest Factory Finishes will enhance the competitiveness and profitability of the company by providing technical and managerial expertise within Operations. In addition, they will be involved with the Director of Sales and Marketing, and the President in strategic planning development and execution.

The successful candidate will possess the ability to identify problems and formulate multiple solutions for solving them; be a self-starter who is able to work independently to organize and manage the manufacturing departments of the company. He or she will possess excellent human relation skills, evidence of good judgment, flexibility and innovativeness to respond to a wide variety of situations and the ability to communicate effectively orally and in writing.

Description:

Director of Operations reports directly to the President and manages employees and processes for the purchasing of all raw materials, inventory, manufacture, shipping, maintenance and special project functions of the company.



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Key Job Responsibilities:

- **Management of Manufacturing Personnel**
 - Manage Key Supervisors
 - Set goals and plans with each supervisor and periodically review their progress towards attaining those goals.
 - Insure job evaluations are completed on time for all personnel.
 - Delegate appropriate authority and responsibility to supervisors and implement necessary controls to ensure all work is being performed to company standards.
 - Attract, hire and retain the best employees
 - Implement an appropriate training program to ensure employees have the necessary skills and talent to achieve company goals.
 - Ensure company policies are enforced and necessary employee discipline procedures are performed.

- **Manufacturing Performance**
 - Establish, monitor and report to company owner, key operating performance metrics.
 - Set annual operating budget, report quarterly to company owner on attainment of budget with explanation of any cost variations.
 - Set operating goals for productivity, quality, safety and costs and report quarterly.
 - Take necessary actions and implement necessary controls to ensure attainment of operating goals.

- **Plant Scheduling**
 - Ensure all orders and special projects are completed accurately and on-time.
 - Coordinate manufacturing activities (lineal spray lines, oven cure, curtain coaters, job kitting, shipping, etc.) to facilitate smooth completion of customer orders.
 - Interpret bill of materials and shipping paperwork

- **Materials Purchasing**
 - Purchase materials for the fulfillment of customer orders and special projects.
 - Establish purchasing procedures to control inventory at appropriate levels for current production levels.
 - Perform semi-annual inventory counts.
 - Measure and report inventory levels monthly.

- **Manufacturing Health and Safety Performance and Compliance**
 - Enforce and update as needed company safety policies.
 - Ensure manufacturing operations are performed within OSHA standards and guidelines.
 - Measure, monitor and report quarterly on manufacturing safety performance.



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- Manufacturing Quality Performance
 - Establish procedures and controls to attain 100% accuracy on all customer shipments.
 - Establish procedures and controls to attain zero defect rate in all manufactured components.
 - Establish and maintain procedures to investigate customer complaints and implement solutions to those complaints.
 - Customer Interaction
 - Interact effectively with customers and distributors to answer questions and resolve problems.

Required Qualifications:

- Bachelor's degree in a relevant field, or an equivalent combination of bachelor's degree and relevant experience.
- 10 plus years of demonstrated, significant industrial experience with progressively increasing levels of responsibility in solving manufacturing and related management problems.
- Working knowledge of systems design and analysis, manufacturing processes and equipment, world class manufacturing concepts and management philosophies, and product design as it relates to manufacturing.
- Skill using computers in project management, communications, and personal productivity.

Preferred Qualifications:

- Bachelor's degree in industrial, mechanical, or manufacturing engineering.
- Hands on knowledge implementing the concepts and principles of the Toyota Production System.
- Knowledge of small to medium scale manufacturing processes and problems.
- Experience with ISO 9001 Quality Management Systems

To apply, submit the following:

1. a letter of application addressing all of the above required and preferred qualifications, **and**
2. a current resume, **and**
3. the names, addresses, telephone numbers and email addresses of three current professional references.

An application packet addressing all of the above listed items is highly encouraged. Missing materials and/or information may not be requested and may result in your application not being considered for the position.

Electronic submissions in PDF format are preferred, and must have the applicant's signature on the letter of application. For electronic submittals, please indicate "Applicant - NWFF" in the subject line of the email.

Submit materials to:

Bill Nicholson
MMEC
Montana State University
777 Grandview Drive
Kalispell MT 59901
bnicholson@coe.montana.edu