

Operations Manager Associate Director

Description

Job Description Lead our regional branch by providing leadership at every level, overseeing daily operations, and ensuring alignment with Toradex Group's strategic objectives and goals. Directly lead customer service and operations teams that work closely with regional sales and marketing teams. Utilizing a comprehensive toolkit and expertise, the goal is to foster operational excellence and ensure high customer satisfaction for Toradex in North America. The Operations Manager/Associate Director of Toradex Inc. will report directly to the Chief Operating Officer (COO). This role involves collaboration with Sales, Marketing, Supply Chain Finance and HR to shape strategic plans. Interactions with regional Technical Sales, Customer Service, and Operations teams. Strong managerial capabilities, robust leadership qualities, and technical industry knowledge are essential. The position may require occasional international trips to Switzerland (Headquarter).

Roles & Responsibilities: Manage the overall Profit & Loss of the regional office. Utilize standard reporting tools to monitor essential P&L and operational efficiency metrics. Establish and monitor customer service KPIs for the region. Define and enforce policies, set objectives, and establish performance standards. Develop and enhance regional customer service processes and policies in cooperation with Toradex AG (Headquarters). Enhance the regional teams by recruiting, training, and mentoring the necessary talent. Train staff to deliver exceptional customer service and achieve target service levels. Evaluate employee performance, providing coaching and support to enhance success. Conduct regular training to enhance the team's skills Address and resolve complex or escalated customer issues. Develop and manage customer feedback and complaint processes. Work collaboratively with other regional managers to improve customer service. Communicate the company's vision and values, using formal and informal channels to guide and motivate staff at all levels. Prioritize regional branch activities, allocating resources to align with the company's strategic goals. Manage staff recruitment and performance appraisals within the approved budget. Collaborate with other regional and global departments such as sales and marketing

General Responsibilities Managing a team of 3-5 Direct Reports in Customer Service & Logistics, Shipping and Administrative Assistance Contribute to the strategic planning and execution of projects Identify and implement cost-reduction strategies that enhance operational efficiency and resource quality. Collaborate across departments to ensure integration and achievement of work against expectations. Manage priorities effectively to clarify focus and enhance work efficiency in your area of responsibility. Oversee projects to ensure they meet planned company objectives and deadlines.

Competencies: Ability to anticipate challenges and opportunities, taking the initiative to address them ahead of time. Managing different time zones, particularly with European teams, to ensure smooth operations Proficiency in managing budgets and forecasts Ability to lead, motivate, and manage a small team effectively Capability to develop and execute initiatives that align with wider global company goals. Dedication to maintaining high levels of customer satisfaction Excellent interpersonal and interdepartmental communication skills

Outcomes Successfully manage the overall Profit & Loss for Toradex Inc. Drive continuous improvements in operational efficiency and productivity at Toradex Inc. Build strong, effective collaborations within your team and with all departments (Sales, Supply Chain, Finance, HR) Utilize analytics from both customers and market insights for strategic advantage and superior operational decisions. Consistently achieve and surpass high customer service standards. What we offer Company-sponsored Health Insurance with Dental and Vision 401(k) retirement plan with company match contribution Paid time off: Paid vacation, sick leave and holidays Flexible working hours with hybrid/remote options Commuting and co-

Hiring organization

Toradex

Job Location

Seattle, Washington, United States

Base Salary

\$ 60000 - \$ 105000

Date posted

May 29, 2024

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Contacts

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