



Bay State Milling Job Description

Job Title: Operations Manager
Department: Administration
Reports To: Plant Manager
FLSA Status: Exempt
Prepared By: Moises Murillo
Revised Date: 1/22/2021

SUMMARY: Under the direction of the Plant Manager, the Operations Manager is accountable for managing plant operations to achieve the plant's annual budgeted objectives while assisting in the implementation of manufacturing strategies, as required, to ensure the plant's support of corporate strategic initiatives. Ensure plant operations are compliant with all local state and federal regulations and standards. Ensure personnel are working safely and all finished products are wholesome, within specification, delivered on time and meet or exceed customer expectations. Promotes and facilitates the development of a Six Sigma/Lean plant culture by leading continuous improvement projects, training activities and ensuring that continuous improvement teams are properly and timely resourced. Generates and manages the implementation of capital projects through the adherence to established project budgets and time frames.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

Is responsible for a variety of support and service functions including:

- Oversee daily milling, packing, loading, warehousing, maintenance, and elevator operations in accordance with Company policies, principles, and procedures.
- Reviews production costs, product costs, product quality, and modifies production and inventory control programs to maintain and enhance profitable operation of the Company.
- Leads the plant's Safety Committee and STOP program to continuously improve plant safety performance.
- Drive change in culture towards one of Continuous Improvement and employee engagement
- Uses Six Sigma / Lean tools to lead, sponsor, train and facilitate continuous improvement teams and deliver on continuous improvement project goals /savings.
- Lead a data-driven approach to decisions across teams, continuously analyzing operations at the floor level to identify areas of improvement and develops processes to positively impact operational capabilities.
- Participate and support in the development, training, and post auditing of all Standard Operating Procedures across the facility
- Works with Plant Manager in developing high performing teams through training, coaching, personal development and continual exposure to enrichment opportunities.



- Actively involved in the planning of annual department budgets, capital projects and overall strategic planning for the facility.
- Assists with the execution of capital projects for the facility
- Works closely with the Plant's Management Team on oversight for each department's manufacturing budgets and controlling costs.
- Ensures that operational policies/procedures, management systems, manufacturing/quality processes are documented, in place, and followed continually
- Coordinates with Management Team in scheduling the plant operations maximizing product quality, yield and control of manufacturing unit costs.
- Ensures compliance with company policies, regulatory requirements, quality specifications, food safety standards and sanitation practices.

QUALIFICATIONS to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- B.S. Degree in Business, Engineering, Operations, or Technical discipline.
- Minimum 7-10 year's operations experience in managing manufacturing operations, preferably producing food and/baking/blending technology.
- Proven track record of implementing change, driving cost improvements and increasing efficiencies
- Demonstrated success in managing operating budgets.
- Proven ability in leading the deployment of a Six Sigma / Lean manufacturing processes.
- Certification in Six Sigma or Lean Manufacturing is a plus.
- Good oral and written communication skills and an ability to develop concise and persuasive business arguments.
- Strong leadership skills and the ability to develop, foster, and maintain a team-oriented work environment
- Strong technical skills with ability to conduct operational analysis in production environment.
- Experienced in food safety management/global food safety standards such as BRC, SQF and ISO. HACCP Certification is a plus.
- Working knowledge of governmental regulations such as but not limited to OSHA, FDA, DEP, EEOC, Workers Compensation.

EXPERIENCE

- Food industry experience in an operations role
- The ability to organize, manage and direct the activities of other managers

PERSONAL QUALITIES/CHARACTERISTICS

Hands on leader who leads by example and demonstrates:

- High degree of integrity
- Respect for others



- Collaborative
- Accountability
- Results driven
- Has a strong presence, projects confidence
- Skilled in the areas of conflict management
- Operates and communicates effectively with a sense of urgency
- Highly skilled problem solver
- Strong analytical skills
- Solid organizational skills
- Drive to build high performing teams
- Treats team members with dignity and fairness

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, use hands to write, handle or feel; reach with hands and arms; and talk and hear. Employee is frequently required to stand, walk, climb or balance, and must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to focus. Some employees will operate fork lifts and other motorized equipment. Employee will be in close proximity to moving, rotating, and/or motorized equipment.

WORK ENVIRONMENT

The primary work environment is a bulk food manufacturing environment. Daily operations may expose the employee to machinery, airborne particles, dust, and heat. Allergens are present throughout the plant and processes including but not limited to wheat based products, soy products, dairy products, MSG, and other common allergens. Hearing protection is required in certain areas of the plant.

EQUIPMENT AND APPLICATIONS

Microsoft AX, HRIS System, Microsoft Office (Word, Excel, Power Point)

FOOD SAFETY / SECURITY REQUIREMENTS

The Company is committed to producing and delivering defect-free products. To ensure this, all employees are required to be trained on and adhere to the Good Manufacturing Policies set forth by the Company as they pertain to personnel practices, equipment, and facilities. It is also vital that all employees be aware of the work environment and when possible, prevents accidental or intentional adulteration of products produced at this facility. As a result any employee has a right to put product on hold if they have a concern. At the plant level, only the Quality Assurance Manager and Plant Manager have the authority to release product on hold.