



OPERATIONS MANAGER

DIVISION:	USA Glass	JOB CODE:	1029
LOCATION:	Tulsa	JOB FUNCTION:	Operations Mgmt.
DEPARTMENT:	Glass Fabrication	FLSA STATUS:	Exempt
REPORTS TO:	Sales Mgr. – Americas & Operations Mgr.	EFFECTIVE DATE:	1/16/25

JOB SUMMARY

Provide overall site leadership of Engineering, Production, Quality, Maintenance, and Environmental and Safety, prioritizing continuous improvement and plant profitability. Positively and effectively confer and collaborate with senior management, Sales Team(s), engineers, team members, customers, and suppliers to ensure company and site goals and objectives are met.

Education/Experience

Bachelor's degree in Business Management, Operations Management or Engineering (Industrial, Mechanical, Materials Science), plus ten (10) years related operations management experience in a manufacturing environment, or equivalent combination of education and experience.

Experience in lean manufacturing methodologies, project management and product development, highly desirable.

Knowledge/Skills/Abilities

Manufacturing Operations. Knowledge of and ability to successfully apply business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources in a manufacturing environment.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization and across the globe. Genuine with high ethical standards and values, and personal integrity and honesty. Displays humility and adaptability. Ability to apply a large measure of common sense to a variety of situations. Entrepreneurial attitude toward work center excellence.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

Strategic Change Agent. Courage to make and encourage others to make difficult decisions. Ability to foster commitment to the shared mission and vision of Pyrotek and actively lead in development/execution of strategic goals and objectives related to assigned responsibility.

Leadership Skills. Self-starter and forward-thinking with demonstrated history and passion for leading manufacturing teams with appropriate leadership style by building relationships alternating from executive level environments to frontline team members, customer and suppliers, and leading from a continuous improvement mentality and maintaining an elevated focus on serving internal and strategic external customers. Ability to create a culture of tolerance, acceptance, and civility by setting an example to staff members. Ability to coach and motivate staff in planning, strategic product management, decision-making, teamwork, and process improvement. Ability to effectively manage team projects to completion according to schedule. Ability to provide regular performance feedback and to write annual performance reviews. Ability to foster attitudes, conditions and environments that guide teams toward excellence and a respectful, positive, transparent, and collaborative environment. Ability to develop staff skills and encourage growth, and to foster quality focus including improving product development processes and procedures.

Computer/Applications Skills. Proficient MS Office computer skills, including Word, Excel, PowerPoint and Sharepoint. Ability to utilize and become proficient with enterprise resource planning (ERP) systems.



Analytical Skills. Ability to use information/data and various metrics to develop an informed and factual business case. Strong financial analytical capabilities for developing profitable product strategies. Ability to define problems, collect objective data, establish facts and draw valid conclusions.

Core Business Skills. Strong business acumen with demonstrated ability to lead ongoing positive operational changes. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Displays willingness to make decisions and work independently, without significant direction and to use resources effectively to “figure it out”. Strong critical thinking skills, judgment and keen attention to detail and accuracy. Ability to work collaboratively within a matrix environment. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence. Highly organized, detail oriented and self-disciplined.

Professional Investment. Demonstrated commitment to personal professional development and life-long learning. Proactively involved with professional and community organizations that promote professional growth and/or enhance Pyrotek’s ability to meet and/or exceed goals and objectives. Demonstrated passion for developing others.

Travel. Ability to travel approximately 15%, both domestically and globally, to support business needs. Valid driver’s license and passport, or ability to obtain. Ability to maintain motor vehicle driving record in good standing, as defined by Pyrotek’s driving record requirements.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Effectively oversee plant operations and monitor performance, by:
 - a. Successfully directing, developing and executing strategic plans to ensure the facility’s operating goals and objectives are met.
 - b. Consistently meeting production goals in a timely and cost-effective manner utilizing standard operation and work procedures.
 - c. Developing and executing the Plant Operations financial plan in cooperation with the Director of Operations.
 - d. Managing plant operations through fiscally responsible actions, continuously exploring ways to minimize expenses and optimize profits.
 - e. Identifying opportunities to expand or adjust plant operations and activities to take advantage of changes in the market/industry.
 - f. Maintaining the plant’s utilities contracts to ensure adequate supply and cost controls.
 - g. Planning and directing lean continuous improvement actions in all manufacturing areas.
2. Embrace Pyrotek’s servant leadership philosophy by emphasizing a positive work environment, where operational performance and results are appropriately balanced with Team Member needs and a healthy culture.
3. Ensure and maintain a total plant focus on consistent product quality, fully supporting all related systems and policies.
4. Maintain a World Class approach to a safe work environment and a strong total team focus.
5. Thoroughly support Pyrotek’s objective(s) to meet and exceed customer expectations by positioning the plant to provide a superior package of quality, delivery and cost.
6. Supervise, coach support, train and develop personnel in assigned area; resolve personnel issues, redirecting complex issues to management and HR in a timely manner; directly manage Team Members including assigning and reviewing work, evaluating performance/compensation, resolving grievances, administering disciplinary action, interviewing employment candidates, and effectively recommending hires and terminations in a timely manner.



7. Ensure effective communication of goals, objectives and expectations throughout assigned department/staff. Maintain the cooperation and support of Team Members company-wide through effective interdepartmental communication. Serve as a role model in areas such as professionalism, service orientation, agent of change, education, and commitment to organizational goals and objectives.
8. Foster attitudes, conditions and environments that guide your teams toward excellence while acting with integrity and ethics aligned with Pyrotek core values. Create a work environment that helps foster tolerance, acceptance and civility and the ability and desire of Team Members to act in empowered ways. Actively reward/recognize Team Members to reinforce accomplishments and positive outcomes.
9. Determine the effectiveness of policies, procedures and projects/plans. Take appropriate corrective measures when necessary. Identify new applications, innovations, quality and/or safety improvements and report findings/results to management. Ensure all activities and operations are performed in compliance with federal/national, state/regional and local regulations. Ensure all subordinates are compliant of OSHA regulations in all areas.
10. Promote positive Team Member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
11. Maintain regular, consistent, reliable, punctual and predictable attendance, as required to achieve internal and external customer satisfaction.
12. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
13. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
14. Actively support compliance with all relevant ISO management system standards by engaging all staff to integrate business processes and contribute to the effectiveness of selected ISO management systems. Support staff efforts to continually improve KPIs, ensuring resources and training, and accepting accountability for compliance requirements.
15. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
16. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
17. As a member of the management team, promote and ensure compliance with Equal Employment Opportunity and Affirmative Action.
18. Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally, and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.



WORKING ENVIRONMENT

While performing the essential responsibilities of this position, team member will work in both an office and manufacturing environment. While in manufacturing areas, team member may also be exposed to moderate background noise, moderate amounts of airborne graphite dust, presence of natural and artificial light, exposure to work temperatures from ambient to controlled, hard surfaces for standing and walking. Personal Protective Equipment (PPE), such as approved footwear, safety glasses/goggles, respirators, etc., may be required.

Team Member's Signature

Date