

Ceiba Routes (Amazon Delivery Program)

Job Title: Operations Manager
Location: Sterling, VA
Reports To: Owner
Date Created: July 1, 2019

Position Summary:

This is a frontline manager position that supports the Ceiba Routes' culture of Safety, Customer Satisfaction and Communication. The incumbent manages specific day-to-day operations and assigned staff within a site. Responsible for ensuring safe and efficient package delivery through the management of Delivery Associates and Vehicles. The Operations Manager may also manage administrative employees and functions and ensures administrative processes are compliant with Ceiba's policies and procedures, Amazon's policies, and governmental regulations.

Essential Duties and Responsibilities:

- Delivery Associates
 - Serves as a champion for Ceiba's culture of Safety, Customer Satisfaction and Communication and supports all related initiatives
 - Recruitment and retention of high quality delivery associates
 - Management responsibilities include, but are not limited to: hiring, terminations, coaching, training, recognition and rewards, performance evaluation and management, discipline, addressing employee concerns and staff productivity
 - Plans, organizes, staffs, directs and controls specific day-to-day operations within the site (Load-out to close out)
 - Analyzes operational performance through direct observation, interpretation of reports and collaboration with others
 - Determines opportunities for improvement of key metrics and executes action plans to achieve results
 - Leads daily employee and/or planning meetings to ensure workforce communication and understanding of operational updates and daily goals
 - Participates in the development of and responsible for administering company employee relations strategies, including maintaining the confidentiality of such material and matters
 - Participates in the development of and responsible for administering company safety strategies and programs
 - Investigates, resolves and/or escalates customer service issues, as appropriate
 - Responsible for training new employees regarding job duties and performance expectations and ensuring compliance with Ceiba's policies, procedures and other training requirements

- Delivery Vehicles
 - Ensure adequate van availability (leased or rented) to support route completion goals
 - Receipt of vans upon delivery and assignment to insurance coverage
 - Assignment of vans to pre-approved insurance coverage
 - Oversight of required preventative maintenance and ad hoc repairs
 - Corrective action through analysis of van performance indicators (accidents, fuel use, repairs, etc.) and appropriate process improvements
 - Ancillary duties as required

Required Skills and Experience:

- Ability to inspire a shared vision and empower and motivate a team
- Demonstrated ability to build professional rapport, effectively lead a team and positively influence diverse groups
- Proven ability to apply sound business judgment to establish and accomplish goals
- Verbal and written communication skills necessary to communicate with various audiences and ability to effectively provide employees instruction on process and practice
- Ability to read, interpret and draw conclusions from numerical data and written information
- Software skills, including use of Microsoft Office software and web-based applications
- Ability to maintain a working knowledge of relevant technology-based projects, including various devices and computer-based applications
- Ancillary duties as assigned

Education Requirements:

- High school diploma or GED required; Bachelor's degree in Business, Logistics or a related area preferred

Supervises: Supervises Delivery Associates

Physical Demands and Work Environment: Possibly standing for extended periods, lifting boxes or equipment no more than 50lbs, and shifts extending to 10 hours or more.

Work Authorization Requirements:

United States Work Authorization is required.

EEO Statement

Ceiba Routes, LLC is an equal opportunity / affirmative action employer (Minorities/Females/Disability/Veterans) committed to a diverse workforce