

Thunderbird Spirit Water Corporation

Job Description

Title	Plant Manager
Classification	Management
Reports to	Chief Operating Officer
Budget Authority	\$1,000,000
Number of direct reports	5 - 10

Position Summary

Thunderbird Spirit Water provides naturally-sourced spring water that is *pure, premium and protected*, a new hallmark unrivalled among premium waters.

Reporting to the Chief Operating Officer, the Plant Manager is an integral part of Thunderbird Spirit Water senior executive team.

The Plant Manager is responsible for ensuring the production and distribution of Thunderbird Spirit Water meets high standards of excellence and profitability. The Plant Manager has a quality and sales orientation, in order to ensure the cost effectiveness of production and focus on business development to increase market share.

The Plant Manager works collaboratively with other Thunderbird Water staff, Uchucklesaht Tribal Government staff, citizens, partners, business associates, outside agencies and customers to achieve the business goals of the company.

Key Accountabilities

The Plant Manager key accountabilities are to:

- Implement plant production goals, including putting in place systems, policies and procedures to ensure operations of the plant meets production plans, product quality, cost standards, productivity, environmental stewardship and safety.
- Direct and coordinate plant operations within policy and procedures including materials deployment, production and shipping/delivery. This includes the development of policies and procedures that maximize quality, productivity, environmental stewardship and safety.
- Maintain a clean and safe plant, including setting up and ensuring implementation of maintenance plans, routines, standard operating procedures (SOPs), etc.
- Recruit and manage a well-trained and motivated staff through excellent leadership and communication skills.
- Ensure all necessary records are maintained to enable effective monitoring of the production process in the plant, including monitoring of working conditions to ensure the continued provision of a safe and healthy working environment for the personnel and plant as well as quality products for the customers.
- Develop and maintain good relationships with the community and customers.

Job Duties

- Planning and managing the day to day allocation of resources (equipment, people, materials and systems) in order to efficiently, safely and cost effectively achieve productions targets.
- Maintaining production standards and product quality control to ensure the high quality of product.
- Developing and implementing plant policies and procedures.
- Ensuring understanding of and adherence to internal and external production regulations, procedures & policies including meeting CBWA, HACCP and GMP testing and record keeping requirements.
- Collaborating with the executive team to ensure coordination of purchasing with production.
- Setting the plant production goals, including establishing shift production schedules, ensuring that the product is produced on schedule and in sufficient quantity to meet customer demands.
- Assisting in the creation of long-range strategic plans for growth and cost optimization of the plant.
- Directing and coordinating product shipment including verifying that orders are accurately filled, shipments are properly packaged, identified and transported and preparing and maintaining all required records.
- Directing and coordinating all receivables including verifying incoming shipments, checking for damaged goods, routing to appropriate departments and preparing and maintaining all required records.
- Setting and maintaining standards for cleanliness and maintenance, including preventative maintenance tasks and timelines.
- Continuously evaluating and improving preventative maintenance tasks and plans.
- Maintaining safe environment and safe work practices, ensuring compliance with all related legislative requirements, laws, regulations and plant policies
- Ensuring employee safety programs are in place and properly executed.
- Creating a positive and supportive working environment and a team approach.
- Selecting, developing and mentoring plant supervisory and administrative staff and providing performance feedback and coaching to improve their effectiveness.
- Ensuring that all employees are working in compliance with UTG legislation and policies, Canada Labour Code, Worksafe BC and BC Human Rights Codes.
- Ensuring employee performance reviews are conducted and employee training and development plans are developed and implemented.
- Handling employees' complaints and incidents including conflict resolution, accidents, health and safety concerns, work refusals and investigations.
- Administering disciplinary action if required in accordance with established procedures.
- Effectively communicate safety, quality, technical and training issues to staff.
- Conducting plant meetings to ensure effective and open communication and development of team approach.
- Establishing and maintaining a positive relationship with the community.
- Representing the business in the community and at events.
- Attending corporate training events and meetings.

- Ensuring superior customer service and handling customers concerns in a polite and professional manner.
- Meeting all legal and business reporting and licensing requirements and maintaining relevant records.
- Monitoring scientific and technical developments, industry codes of practice, and relevant legislation applicable to production and finished good destination.
- Performs other related duties and tasks as required to meet the on-going needs of the business.

Operational Requirements

- Maintain a high level of professional appearance, accountability, demeanor and ethics.
- Work in a busy environment with frequent interruptions.
- Prepared to work flexible hours including nights, weekends and holidays whenever necessary, especially during production, to ensure the business is successful.
- High level of interaction with employees, community and customers.
- Some travel will be required.
- Ability to maintain confidentiality.
- Successful background checks, including, criminal record check, employment verification, reference checks, and education/credential verification.

Education and Experience Requirements

- Post-secondary education in one of the following disciplines: food science, business, engineering, or operations management
- 10 years' experience in a production plant environment. 5 years' experience in a management role. Preference for bottling, food or other clean manufacturing environment in a leader or supervisory capacity and with familiarity with quality and hygiene regulations.
- Certifications in (Not sure specific certifications to the sector i.e. Canadian Bottled Water Association (CBWA) – Certified Plant Operators Certificate; Hazard Analysis and Critical Control Points(HACCP) – Retail Food Certification;)
- Knowledge of Federal Government (Food and Drugs Act and Regulation – Division 12: Part B) and other regulatory requirements and programs.
- Experience in developing and implementing safety and process improvement/quality assurance systems, including compliance with Good Manufacturing Practices (GMP).
- Proven ability to manage plant operations including technical and financial acumen.
- Superior time management skills, multitasking skills, and the ability to prioritize tasks and meet deadlines.
- Proven ability to manage and develop staff including the ability to mentor, coach and manage performance.
- Excellent customer service skills and the ability to go the extra mile and follow through to ensure customer satisfaction.
- Ability to think fast, analyze situations and come up with workable solutions to challenges faced by the business.
- Ability to maintain a positive attitude and remain calm and poised in high stress situations.

- Proven ability in environmental stewardship as it relates to the specific business.
- Excellent oral and written communication, interpersonal and organizational skills.
- Demonstrated proficiency in Microsoft Office (Word, Excel, Outlook).
- Knowledge of Uchucklesaht Tribes goals and aspirations.
- Familiarity with First Nation organizations and the ability to function in a First Nations culture are important aspects.
- Demonstrated ability and experience in upholding the Uchucklesaht Tribes' organizational values.