



Job Title: Operations Manager

About North Atlantic

North Atlantic is a diverse and growing, province-wide leader in retail gas and convenience, residential, commercial, and wholesale fuels. For over 30 years, we've built our reputation on quality products, extraordinary service, and support for local communities. With our *people first* approach, North Atlantic looks for dynamic individuals who take initiative and who are committed to fostering a strong team environment. We want people who are known for their positive attitude, genuine communications, and personal drive.

As we advance our business for the future, North Atlantic is driven to developing efficient and green energy solutions aligned to the needs of the world in which we live. Committed to sustainable and responsible business practices, we're driving industry forward, supporting new skills and new jobs for this ever-evolving landscape.

For more information about the North Atlantic, please visit www.northatlantic.ca

Position Overview

The Operations Manager is responsible for driving the overall productivity related to operational effectiveness of North Atlantic and will accomplish this by working closely with internal and external entities to ensure operations are aligned with North Atlantic's standards.

This position will lead and motivate a team of employees, located at the Tankfarm in Donovan's Industrial Park, company fuel delivery drivers and the logistics & dispatch team, ensuring they adhere to North Atlantic's safety policies, procedures and ensuring the protocols are followed by all site visitors.

This position will work with bulk carriers, distributors, and fuel delivery drivers to ensure deliveries are scheduled for North Atlantic's Retail Network, Tankfarm locations and major contracts.

Duties and Responsibilities:

- Ensure daily service level requirements are met through constant communication with carriers by identifying, responding to, and resolving operational issues in a timely manner
- Ensure North Atlantic's safety policies and safe work practices are communicated, enforced, and followed by all employees and visitors to the worksite
- Manage communication and North Atlantic's response to issues related to product, delivery, and invoicing, making sure necessary steps are taken to address issues and putting a plan in place to resolve issues
- Participate in the setting of annual and long-term corporate strategic objectives to ensure company growth and take advantage of new business opportunities
- Responsible for ensuring import cargo planning and scheduling
- Work with carriers on scheduling
- Monitor propane tank ullage to ensure constant supply
- Monitor and report on competitive market changes, performance of contracts, seasonal movements, and tenders
- Motivate and actively manage employee performance and deal with issues and concerns as they arise



- Make recommendations on procedures, programs, and systems to improve operations
- Participate in industry conferences, represent the company in various associations and maintain a wide contact base in the marketplace
- Participate actively in major contract negotiations
- Maintain close working relationship with the sales team. Develop and maintain a high degree of collaboration between sales, finance, operations, marketing, and customer service
- Develop and direct programs to ensure the efficient and cost-effective operation and utilization of all systems and operational processes
- Notify customers of supply interruptions and maintenance scheduling

Qualifications:

- Completion of a University Degree or College Diploma focused on business, supply chain and logistics, or a related field, equivalent education and experience may be considered
- Minimum of 5 years of previous Operations and Supervisory experience
- Previous experience in the oil/transportation industry
- Proficient user of Microsoft office suite
- Strong cost management background
- Solid decision making, problem-solving and negotiation skills
- Excellent written and oral communication skills
- Valid class 5 driver's license

Travel:

- Travel is required as needed (usually weekly) and includes but is not limited to:
 - Local travel throughout Newfoundland
 - Travel throughout Canada
 - International travel

North Atlantic is committed to Employment Equity. Accommodations during the recruitment process are available upon request for candidates with disabilities.

We offer a competitive compensation and benefits package which include Health and Dental, Wellness Program • Short-Term and Long-Term Disability • Life Insurance • Company Pension Plan with employer contribution • Employee and Family Assistance Program • Free on-site parking • Employee engagement activities (*benefits vary based on employment status)

If you are a highly motivated team player, have the qualifications, and are prepared to meet the challenges as outlined, apply by submitting your resume and cover letter to careers@northatlantic.ca.

Candidates are encouraged to apply by **4:30pm Monday February 13, 2023.**