



## **SKG Director of Operations**

### **Company Background**

SKG is a MillerKnoll Certified furniture dealer for Central and South Texas. Established in Austin, Texas over 20 years ago, SKG continues to build upon its reputation of providing customers unique, creative, and cost-effective office solutions that are skillfully supported by its exceptional service teams. SKG is a woman-owned company with active dealer principal participation. Through this participation and its cast of knowledgeable, top-quality employees, SKG exhibits an atmosphere of creativity, collaboration, and professionalism that provides its customers with the highest levels of design excellence and environmental sustainability.

### **Position Summary**

The Director of Operations will be a strategic leader with a tactical mindset, able to elevate the warehouse and installation teams to best in class. This person will be expected to drive improvements across the operations segment and be a change agent within the department. The successful candidate will demonstrate a proven ability to create and maintain process, rules and consistency in the everyday process flow. This person will implement a standardized process for communication of deadlines and details that guide the back of the house and are respected by the front of the house. The general description includes:

- Understand Corporate Culture and lead with that as your compass
- Understand Corporate Goals and where your team fits into the larger goal
- Represent yourself as a leader of SKG- both internally and externally
- Keep employee and client issues confidential from other employees or directors

### **Responsibilities**

- Direct the activities and oversee the day-to-day operations of the warehouse & installation teams



- Limit warehouse, installation and client delivery risks throughout the operation by ensuring that all department processes and procedures are implemented, followed, refined as necessary, and enforced
- Develop warehouse and installation operations system improvements by analyzing and iterating on process workflow, manning and space requirements, and equipment layout; implementing change as necessary
- Oversee safety, initiatives and implementations; maintain accurate compliance reporting
- Suggest efficiency ideas, cost reduction measures, and assist with implementation of changes within inbound and outbound warehouse operations
- Establish and report on warehouse and installation metrics to drive continuous improvement
- Manage hiring, training and supervision of warehouse and installation operations staff
- Establish goals, operational procedures, objectives and position responsibilities for direct reports
- Establish, meet, track and report on operational budgets and goals
- Manage work schedules according to fluctuating customer demand
- Receive, review, and process all Vendor Invoices
- Validate Vendor Invoices against issued Purchase Orders
- Deliver on budget parameters and use innovative cost-control ideas
- Manage to KPIs